

Stockbridge Practice Patient News – August 2022



Advance Notice

We hope to be running joint flu and COVID clinics at our Broughton site this Autumn. We have not yet had all the details regarding the COVID vaccination so are unable to allow booking yet.

The clinics will be held during October with Saturday clinics provisionally on 1st and 15th October and other clinics during the week.

Text messages requesting information

The NHS has purchased a system called AccuRX for GP surgeries. This enables us to send text messages to patients. It also enables us to request information from patients by text. This function is called a 'Florey'. Information is recorded securely and saved in your patient record.

Why can't you ring me to ask for this information?

We often need information from several hundred patients. It would take a very significant amount of staff time to call every patient – and leave messages if you were not available. If Receptionists are calling patients they are not available to answer the phone which adds to delays in answering calls.

What sort of information are you collecting

We have recently asked for height and weight and blood pressure. We are also using this system to send out questionnaires relating to asthma symptoms.

What if I don't have a smart phone?

If you cannot reply to the request then you can ring us with the information or drop it into us.

National Patient Survey Results

Every year random people are sent questionnaires to ask about their experience of using their GP surgery. The results of the 2022 survey have recently been published. You can review them using this link: [GP Patient Survey \(gp-patient.co.uk\)](https://gp-patient.co.uk) Of the patients who responded to our Friends and Family Survey in July 94% rated their experience as Very Good or Good.

Self-referral

There are increasing services which patients can use without going through the GP surgery:

- Minor Eye Conditions Telephone: 0300 303 4922
- Physiotherapy Complete a form online. Search for: Southern Health Physiotherapy
- Prostate tests Email: prostatehealthtest@uhs.nhs.uk

There is more information available on our website: stockbridgesurgery.co.uk

If you've had an accident and think you have broken a bone please call 111 who can arrange for you to have an x-ray.

Staff Changes

We are sad to say Emily Kerton will be leaving us at the end of September. We wish her well.