

DRS LOWCOCK & VELTKAMP



Family and Friends Test

Please complete the very short questionnaire when you next use our services. It is important so that we can assess whether you are happy with the service we provide or if you feel we can improve in any way

Quality Improvement in NHS Services

In recognition of the challenging financial situation that the NHS is facing, the Government has implemented a series of sweeping changes throughout the NHS, with a view to making the service more efficient and cost effective.

Reducing Medicines Waste

Each year NHS Halton and St. Helens spends around £60 million on medicines, however, we know that at least £1.5 million worth of medicines each year are returned to chemists un-used. These medicines cannot be re-used and are destroyed. Please ONLY order medication that you need and DO NOT stockpile your medication at home. If there are medicines on your repeat prescription that you no longer take, please inform your Doctor, Practice Nurse or Chemist. Thank you.

Efficient and Effective Prescribing

You may find some of your regular medication is switched to a different product which will have exactly the same effect, but will cost the NHS less. We will give you information about any changes. If you have any concerns please discuss with the GP, Practice Nurse or Pharmacist.

Geriatric Reviews

We are proactively reviewing all our patients aged over 75. We expect to have seen all these patients over the next 2 years and offered them a holistic assessment of their medical conditions. We will be inviting patients in to see a clinician either in writing or by telephone. Please do not be alarmed when we contact you, but do try to attend as this is a good opportunity to develop a "patient centered" plan, which will identify any need for treatment, rehabilitation, support or long term follow up.

Electronic Prescribing

You can now have your prescription sent electronically to your chosen pharmacy. Please ask your Pharmacist or a member of our Practice Team to register you.

Practice Nurse Appointments

In response to our recent questionnaire, we have reviewed our Practice Nurse appointments and re-scheduled them to offer some earlier appointments. Lindsay will now see patients from 8.30 am on a Monday, Tuesday and Thursday. Please try to keep the earlier appointments for patients who need to go to work or children who attend school.

CHOOSE WELL CAMPAIGN

Accident and Emergency attendance from June 2011 to May 2012 was over 17.6 million . In an on-line survey carried out by the NHS over the Summer of 2013, 12% of people admitted to using A&E when they know they didn't need to – this represents a staggering 2,112,000 attendances that were wasted.

The Choose Well Campaign aims to educate and inform people about the different NHS services available to them. It promotes self-care and the use of the high-street pharmacy to tackle common complaints such as coughs and colds, flu, stomach upsets and general aches and pains.

There is also advice and information about a range of common winter health complaints, including how long symptoms will last and how to relieve them, available from NHS Choices at www.nhs.uk , it includes access to an easy to use symptom checker, a facility to allow people to search for local services and an interactive First Aid Toolkit.

As a GP Practice we have been required by our CCG to monitor our patient usage of A&E, so if you have been to A&E do not be surprised if we ring to speak to you about your attendance.

