



Patient Newsletter

Larger print copies of this newsletter are available.

Next issue
Autumn
2017

CONTACT DETAILS

Please ensure that you have given us up to date contact details. If you have moved, or changed your phone number, please let Reception know. Thank you ☺

SMS CONSENT

It is very handy for the Practice and for yourself, if you can consent to us contacting you via text message. If you would like to receive appointment and follow up reminders, along with important messages, by SMS, then please consent.

If you are not already signed up for this service, please fill in a consent form at Reception. You can also dissent using the same form, so that we can record that you do not wish to be contacted via this method.

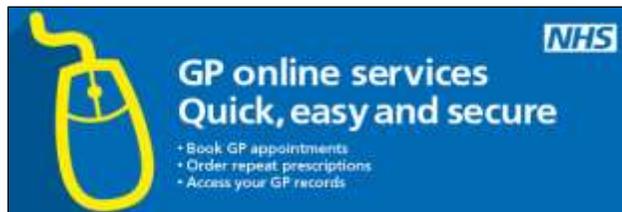
DNAs

In March, there were **202 missed appointments!** Please let Reception know if you no longer require, or cannot make an appointment as soon as possible, so that we can offer it to another patient. Thank you ☺

Welcome

Welcome to issue 1 of the **Patient Newsletter**. Subjects that are covered in this issue are:

- Contact details
- Online services
- SMS consent
- Parking
- DNAs
- Feedback



You can now book and cancel GP, blood test, asthma and diabetic appointments online. You may also order repeat prescriptions and request access to your GP records. For more information, please visit our website: www.barcroftmedical.co.uk

If you are interested in signing up for this service, please bring photo ID (passport, driving licence) and something with your address on; e.g. a bank statement (not a gas or electric bill), in to the Practice, so that a receptionist can give you your unique username and password.

Once you have your login details, you can even download the free **SystemOnline App**.

PARKING

In response to patient's comments about the lack of available parking spaces at the Surgery, we have decided to contract a car parking management company, to help us free up spaces for patients who are attending for appointments. Hopefully this will prevent abuse of the car park, by individuals living nearby or going shopping.

This will be achieved through a car number plate recognition system. If you park in the Medical Centre car park as a patient with an appointment, you must input your number plate into the machine, which will be installed inside the Surgery. This will allow you an appropriate length of time to complete your appointment.

Anyone who parks a car in our car park, without going through this process and having an appointment will receive a parking fine directly from the management company. This should ensure that there are adequate spaces for those with appointments in the future.

There are likely to be some teething problems initially, which we should be able to resolve, to ensure that patients with appointments do not inadvertently end up with fines.

Once installation dates are confirmed, they will appear on our website and be displayed on posters in the practice, to alert people prior to going live.

Please note - the Practice receives no money from this and it has been introduced, solely to improve the patient experience.