



## **MILTON HOUSE SURGERY**

### **Newsletter Spring 2017**

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#### **NEW COMPUTER SYSTEM:**

The surgery is moving to the EMIS Web computer system in May and although we are working hard to facilitate as smooth as possible transition it will be helpful for patients to:

- order by 5<sup>th</sup> May any repeat prescriptions that are due before June;
- be aware that if you have access to booking appointments/ordering repeat prescriptions online that unfortunately we are not to be able to transfer this registration to the new system and you will be required to re-register for this service. Further details on how our registration process will work will be published on our website and in the surgery closer to the time;
- be aware that there will be reduced access to routine appointments for 7 days before 16<sup>th</sup> May and that we will not be able to book any appointments for 16<sup>th</sup> May or beyond until 16<sup>th</sup> May (the day our new system goes 'live').

#### **YELLOW FEVER IMMUNISATIONS:**

We are no longer able to administer yellow vaccinations at Milton House Surgery. The nearest local travel vaccination centres that offer the yellow fever vaccination are Acorn Pharmacy in Berkhamsted and Rothschild Surgery in Tring.

Our other travel vaccinations are not affected and are still available at Milton House Surgery.

#### **MEDICAL EMERGENCIES:**

If you are suffering a medical emergency such as a suspected heart attack or serious chest pains than you should consider telephoning 999 rather than presenting at the surgery, which can cause delays to any necessary treatment. Calls to the ambulance service are downgraded if they are made from a doctor's surgery and ambulances may not attend patients as quickly.

If you are in any doubt you can call 111 who will help you assess the urgency of your condition and arrange an ambulance if needed. The 111 service is also available 24 hours per day, each day of the year.

**DOWNSTAIRS ROOMS:**

If you are unable to climb stairs and need to be seen in a downstairs consulting room, it is extremely helpful to let the receptionist know at the point you book the appointment. If you do not let our reception staff know until you arrive for your appointment this can cause delays for doctors and nurses who need to swap rooms to accommodate your needs.

It is usually more difficult to allocate you a downstairs room in the morning and so if you book your appointments online and require a downstairs room can you please book an evening appointment and make a note that you will need to be seen downstairs?

We are always happy to arrange a downstairs room for patients if we know in advance.

**PATIENT PARTICIPATION GROUP (PPG)**

If you would like to join our PPG, either as a virtual member, or attending meetings at the surgery, please register on our website [www.miltonhousesurgery.co.uk](http://www.miltonhousesurgery.co.uk) or contact the surgery and ask our receptionists to pass your details to Daniel Freeman, Practice Manager.

**STAFF CHANGES:**

Dr Yamini Malhotra has joined the surgery and she works on Wednesdays and Fridays.

Dr Fionnuala Barton now works on Tuesdays and Wednesdays.

Dr Ashish Patel would like to thank all patients who sent him gifts, cards and good wishes when he left us at the end of November.

**REFERRALS to PRIVATE CONSULTANTS:**

If you wish to see a private consultant for a routine appointment be aware that the time between seeing a GP at the surgery and the appointment with the consultant needs to be at least 2 weeks. Our doctors and secretaries should not be expected to put your routine referral before urgent NHS work because you have been able to book an immediate appointment.

**HIGH VOLUME of APPOINTMENT REQUESTS:**

There has recently been a higher volume of requests for appointments and this has contributed to delays in answering your telephone calls at 8am. Unfortunately there are days when all our appointments are booked very quickly in the morning. Our reception staff are doing their best to respond to calls as soon as they can, and it is not helpful when patients swear at them. We understand that this can be frustrating if you have been hanging on the line and when you do get through you find there are no appointments but please refrain from using bad language.

We recommend that patients with internet access register for our online services, because this enables booking appointments at 8am promptly without having to call the surgery. We are currently working to provide a new telephone system with call-queuing to improve access at busy times.