

Your Practice, Your Views



Did you know you can now leave feedback and rate the practice on our NHS Choices website?

And because we value all of your views - positive, negative and neutral - we will respond to your comments.

Our goal has always been to provide you with the **best possible practice** and your views are invaluable in helping us to work towards this goal.

So please visit the NHS Choices website for Conisbrough Group Practice and share your thoughts on the care you received today:

<http://www.nhs.uk/services/gp/overview/defaultview.aspx?id=44581>

Conisbrough Group Practice Online

Practice Website

www.conisbroughgrouppractice.co.uk

Like us on Facebook

www.facebook.com/conisbroughgp

Follow us on Twitter

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March/April 2015 Newsletter

Conisbrough Group Practice



**UNFORTUNATELY,
NO AMOUNT
OF ANTIBIOTICS
WILL GET RID
OF YOUR COLD.**

The best way to treat most colds, coughs or sore throats is plenty of fluids and rest. For more advice talk to your pharmacist or doctor.

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Online Access: Book Appointments, Order Prescriptions, View Summary of Medical Record

- **Patients who have already registered for online access may have noticed an increase in the services available online**
- As well as booking appointments and ordering prescriptions, patients with an online access account can now view a summary of their medical record. This includes access to your current prescription, a summary of your medical problems, and your allergy and immunisation history.
- Photographic ID is needed to register for this service. You must register in person at the reception desk to obtain an account. The receptionist will print out a PIN number and instructions on how to set up your account.

Farewell and good luck to Dr Mazhar and Dr Eribake; Welcome to Dr Chew

- In February both Dr Mazhar and Dr Eribake completed their six month posts at the surgery. We wish them well in the rest of their GP training.
- We welcome a new GP registrar, Dr Chew, to the practice. She will also be posted with us for six months

Additional News

Telephone Triage Service; Online Booking; Patient Group

Telephone Triage Service

- We are currently experiencing very high demand. On Mondays alone, the doctors and First Contact Practitioners are consistently carrying out more than 200 telephone consultations - that is over 2% of our patient list on just one day.
- We are currently carrying out an analysis of these requests, which we hope will allow us to tailor our working day to best meet the rising demands.
- The results of our analysis will be included in the Patient Participation Update on the practice website in late March.
- If you have any feedback on our appointment system please do let us know - we value your opinions, positive or negative, and always discuss them.

Make Your Voice Heard: Join the CGP Patient Group

We are always looking to welcome new members to our thriving Patient Participation Group. Please ask at reception for more information.

There is an electronic and face-to-face component of the group - so you can make your voice heard no matter what your commitments and availability are.