



# news

## 0845 NUMBERS

Since 2004 the practice has operated a 0845 number in order that patients could, via One Call, be diverted through to our Out of Hours provider when the surgery was closed. There has been substantial national debate about the use of 0845 numbers and recent discussions with providers, who themselves cannot guarantee patients will only be charged a 'local' rate call to the practice. Ecclesfield Group Practice has never made a profit from patients ringing our 0845 numbers, however, given the change in national directive we are moving back to a 0114 number in the next few weeks.

For simplicity we will also be implementing a 'one' number system for the practice, regardless of which site patients wish to attend. Calls for both sites will be handled by our receptionists in order of dialling and we will continue to have external call lines from the practice in order to free up incoming patients lines as much as possible. Further information will be provided in due course.

In line with this we have completed an audit review of the **PRESCRIPTION LINE**. We have established that the prescription line causes problems administratively and errors can easily occur. Many of our patients also tell us they find it difficult to get through and feel frustrated at how long this can take.

Therefore the practice has made the decision in the interest of patient safety that we will be closing our prescription line towards the end of July. Ordering prescriptions over the telephone will not be accepted. Please use alternative options for ordering your prescriptions, these are:-

- **Prescription ordering online**
- **Post**
- **Drop into the surgery**
- **Fax – Fax no: 0114 2571935**

***Prescriptions require the same 48 hour notice period.***

---

## ONLINE ORDERING & PRESCRIPTION ORDERING

Currently we have over 1100 patients who have registered for this service. Patients book their appointments up to 4 weeks in advance or on the day. These patients can also order their prescriptions as well.

## TEXT MESSAGING!

***Do you have a mobile phone?***

Did you know we can now contact you by text messaging regarding some test results and send out reminders for appointments?

If you are interested in receiving text messages, please ask at Reception for Further details.

---

## PATIENTS COMMENTS AND SUGGESTIONS

With help from our Patient Group we have been seeking comments from patients about the practice and the services it offers. These comments have recently been collated and the responses and actions can be found on our Patient Group board at both our sites. The practice has always been keen to respond to questions and requests and we hope to make this a regular feature for updating and engaging our population in practice objectives.



### Your Choice of Treatment.....



**STOP ABUSE OF NHS STAFF**  
Verbal or physical abuse of our staff could result in prosecution

## THE NHS ZERO TOLERANCE POLICY

We operate the NHS Zero Tolerance Policy to safeguard staff and patient welfare. Our Team shall always show due respect and courtesy when dealing with Patients. In turn, we would request Patients to reciprocate the same. No form of aggression, verbal or physical in nature will be tolerated and may result in Patient removal and being reported to the Police.

### DNA's - Repeated Failure to Attend Booked Appointments

Our current policy is to write to all patients who have three DNA entries recorded in their record, within a six month period. In this letter, patients will be advised that this prejudices the care that we can give to other patients and ask patients if in future, to either attend booked appointments or cancel in good time. We will further inform patients that failure to do so may result in them being removed from the practice list. Before action of a removal, consideration is always given to the patients overall physical and mental health.

### Happy Retirement to you both...

On behalf of everyone associated with the practice we would like to take this opportunity to thank our employees, Sue Bamforth and Marilyn Hague for their hard work and contribution. Sue 23 years and Marilyn 11 years, have recently announced their intention to retire in the coming weeks and both will be particularly remembered for their efforts at our Margetson Branch. We all wish them a happy and peaceful retirement.



## BANK HOLIDAYS

Please find below a list of all remaining bank holidays for this year.

Monday 29th August 2011  
Monday 25th December 2011  
Tuesday 26th December 2011

Please note the surgery will be closed on these dates.

## Ecclesfield Group Practice

### The Health Centre

96a Mill Road, Ecclesfield,  
Sheffield S35 9XQ  
Tel: 0845 120 4443

### Branch Site Margetson Surgery

1 Remington Avenue, parson Cross,  
Sheffield S5 9PA  
Tel: 0845 124 2664



The practice would like to congratulate Dr Sibson on the birth of her baby boy. Dr Bennett will cover her clinical sessions until her return in August / September this year.