

John Tasker House and Felsted

GP Surgeries



Spring Newsletter

Spring Closures

Friday 3rd April (Good Friday)	CLOSED
Monday 6th April (Easter Monday)	CLOSED
Monday 4th May (Bank Holiday)	CLOSED
Monday 25 th May (Bank Holiday)	CLOSED

Dispensing Patients

Please remember to order your medication early in April and May. It is essential that we receive your request at least **48 WORKING hours** before you need your repeat prescription or medication. This is especially important due to the number of non-working days over these months.

Patient Survey

Thank you to all of the patients who took the time to complete our recent survey. The results and report will be available to view on the surgery website (www.jth.org.uk) from the 25th March.

Friends and Family Survey

We are still asking patients to take part in our 'Friends and Family Survey' after they have seen either the GP or nurse. There is only one question in the survey.

'How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?'

Please either complete one of the cards available in reception before leaving the surgery (and pop it in the box provided) or go to our website, 'www.jth.org.uk' and click on '**Friends and Family Survey**' on the right hand side of the home page under '**Have your say**'.

Patient Charter

The surgery has produced a Patient Charter that lays out how we the surgery would expect our patients to help enable the practice to provide the best possible care and service. The Charter will be displayed in the reception area and all new patients will be asked to sign the Patient Charter when they register at the practice.

Flu Clinic Raffle

The raffle that we ran during the Flu vaccination clinics raised £632. The money went to The Alzheimer's Society. Thank you to everyone that bought raffle tickets.

On-line Services

Patient Access is a system that enables patients to do all of the following on-line:



- Order repeat medication
- Book and cancel appointments
- View and print their medication, allergies and immunisations
- Notify the surgery about changes of address

Please see the attached sheet for more details and how to register.

*The Partners and Staff
would like to
wish everyone a
Very
Happy Easter*





We will be moving our online ordering of Repeat Prescriptions to a new system called Patient Access over the next few months. Please read this leaflet and register for the new system as soon as possible.

What is Patient Access?

Patient Access enables patients to do all of the following on-line.

- Book and cancel appointments
- Order repeat medication
- View and print their medication, allergies and immunisations
- Notify the surgery about changes of address

Why are we changing to Patient Access?

Patient Access allows the patient to see their current list of repeat medications as it appears at the surgery along with the correct dose. There is no need to type in complex drug names; you will simply click the medication(s) that you require.

Patients can use Patient Access from any device that they can use to access the internet.

Who can use Patient Access?

It is available to all patients over 13 years of age. Parents can register to access the system on behalf of their child whilst they are under 13.

How do I register to use Patient Access?

Photographic ID (e.g. passport, photo driving licence, student card, bus pass) must be brought into the surgery by the patient wishing to register. A unique set of registration codes is then produced and given to the patient. For security reasons these codes are **only valid for 2 weeks**.

How do I register to use Patient Access for my child/children?

If a parent wishes to use Patient Access on behalf of their child (under 13), they need to bring the child's birth certificate into the surgery.

When the child reaches the age of 13 the registration will automatically be stopped and the young person will need to come in and register for themselves.