



the Millway Newsletter

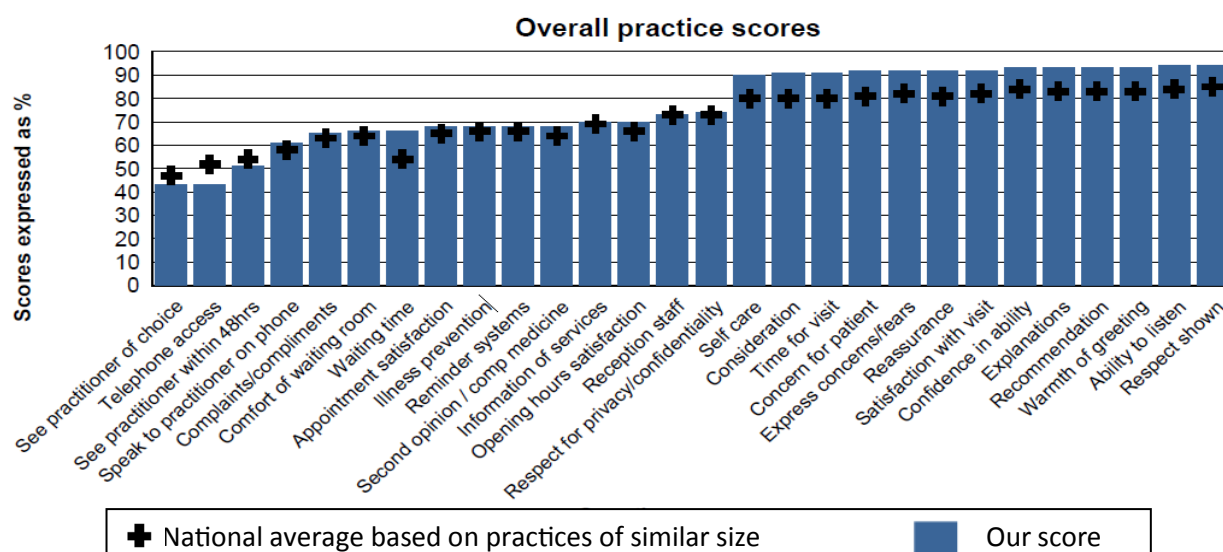
Issue 10

www.millwaymedical.com



Spring 2019

Patient Experience Survey Results 2018/2019 Millway Medical Practice



Overall 85% of you rated us good, very good or Excellent. This is slightly better than our score of 84% when we did this survey last time – thank you for your continuous appreciation and support.

There are three areas you rated us less than national average – see practitioner of choice, telephone access and see a practitioner within 48 hours. In addition to scoring you also gave comments and compliments. Most of you, around 30%, commented about lack of appointments.

Responding to these findings, we are focussing our improvement efforts to improve appointments available for you as well as finding ways to improve your telephone access.

Thank you for your compliments – some 20% of the comments were praising the services provided by the practice.



Millway Medical Practice will be **CLOSED** on the following dates:

19th April, 2019 Good Friday

22nd April, 2019 Easter Monday

6th May, 2019 Bank Holiday

27th May, 2019 Bank Holiday

If you require urgent medical care please contact NHS24 on: **111** or **Barnet Federated GPs**.



Barnet
Federated GPs

Barnet Federated GPs is a group of general practice surgeries and medical practices. Any Barnet registered patient can book a future or same day appointment to see a local GP or nurse. This service is provided through various practices in Barnet, with 48,000 additional appointments a year to its residence, 7 days a week.

Barnet Federation of GPs offers appointments: Monday to Friday: 6:30pm – 8:00pm and on Weekends and bank holidays: 8:00am – 8:00pm

Ask your GP about 8-8 hub appointments or call **020 3948 6809**.



Dr Sarah Shelley has been appointed as the new MacMillan End of Life Clinical Lead and Dr Debbie Frost moved on from the Chair of Barnet CCG and taken up a new role as an Associate Medical Director at NHS England London Region.



We are at once delighted and disheartened to announce that Dr Simon Figa who has been a Partner for more than 25 years retired from Millway Medical Practice on 1st April 2019. Dr Figa says 'I have enjoyed my time here as a GP Partner, it has been an immense privilege. He will be missed by both patients and staff. If you wish, you can express your farewell wishes by putting your message in a sealed envelope with your details, for the attention of the Practice Manager.



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Important Dates

Millway patient support group (MPSG)

Prostate awareness event

Wednesday 15th May 2019

Our 15th May 2019 event is specially organised for our male patients aged between 60-80 that fit into certain criteria. Please look out for your invite in the post.

Support Group for Informal Carers

Wednesday 10th April 2019 13.30-15.30

We are launching a NEW Carers Group in collaboration with Alzheimer's Society and Millway Medical Practice for carers who are caring for someone with additional needs over the age of 18 and are not being paid to do so. We have limited availability so if you would like to come to our introductory session please contact the reception to **book your place**.



Dying Matters

'Let's talk about it'

Every year in May, this year from **13th May to 19th May** is nationally run awareness week for dying, death and bereavement. Millway Medical Practice will support this awareness by having a stand in the practice providing information for carers, friends and relatives on what happens at the end of life, advice on talking to someone about dying and coping with bereavement. You will meet MPSG volunteers who will provide you with leaflets and will be able to navigate you to local services for further support.

Diabetes Education evening

After last years successful Diabetes events we are inviting all previous attendees to our first session on 8th May 2019 that is going to be about **Food Labelling**.

We are pleased to announce the dates for the next two Diabetes monthly sessions which are open to all our diabetic patients. Please call reception to book into a session of your preferred choice.

Living with diabetes

Or

Be more active for diabetes

Thursday 13th June 2019, 18.30-20.00

Thursday 11th July 2019, 18.30-20.00

Prescriptions

It can take up to 72 hours to issue your prescription—don't risk running out by leaving it to the last minute. If you are on more than one medication, order for all at the same time – we will synchronise your prescriptions to save your time and effort.

The quickest way to order prescriptions is online using www.patientaccess.com (see the link below) and collect it from a pharmacy of your choice. If you haven't signed up for patient access ask our reception staff. You can nominate your preferred pharmacy on line using our website www.millwaymedical.com or pop into your preferred pharmacy and ask them to set it up.

Good news on our appointments

Well done & 'thanks' to those who contacted us to cancel an appointment that they no longer needed, or could not make. In the period 1st January – 31st March 2019 97.7% of patients attended for their appointments.

You can cancel appointments-

- Online by using patient access.
- By replying CANCEL to your SMS Appointment reminder
- Calling the surgery on 020 8959 0888 press option 1



Try the new NHS App

You can now use the new NHS App, a simple and secure way to access a range of NHS services on your smartphone or tablet. You can use the NHS App to check your symptoms and get instant advice, book appointments, order repeat prescriptions, and view your GP medical record and more. If you already use www.patientaccess.com you can continue to use it and this App. For more information go to www.nhs.uk/nhsapp Visit our website www.millwaymedical.com which sets out different on-line options to contact us.

