

Hampton Surgery Spring 2016

Most of the Practice referrals to another healthcare provider are initiated through the NHS e-Referral Service. This service allows you to choose the date and time of your appointment.

You will be given a unique booking reference number, your NHS number and password which will allow you to log into the online service at www.nhs.uk/referrals or call the appointments line on 0345 60 88 888. The service gives you the ability to:

- Plan and manage your appointments around any existing appointments you may have
- Fit your treatment in with your home and work commitments
- Check the status of your referral and change or cancel your appointments easily either by phone or on the internet. You must keep the booking reference number and your password safe until your appointment as you need it to make any changes to your appointment.

More information can be found at www.nhschoices.co.uk and search under e-referral.

We wish to offer our congratulations to Sister Kirsty Millard who has been recognised for her commitment to high standards of practice and patient-centred care through the Queen's Nurse Programme. Kirsty along with two other nurses from the Solihull area each



received their badge and certificate at a ceremony in London in November. The Title is awarded by the Queen's Nursing Institute to nurses who demonstrate exceptional commitment to patient-centred values and continually improve their nursing practice.



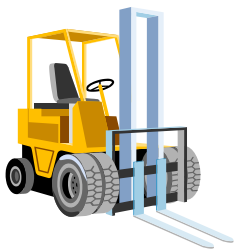
The Solihull community advice hub as part of 'SOLIHULL TOGETHER for better lives' is a local community advice hub which brings together local voluntary organisations providing high quality information and advice. The aim is to support residents within Solihull to live independently and enjoy good health and wellbeing.

One of the hubs is based in Solihull Arts Complex in Touchwood Solihull and is open daily between 10am and 2pm or they can be contacted on 0121 705 3588.

**IF YOU OR SOMEONE YOU KNOW NEED THIS NEWSLETTER TO BE MADE
AVAILABLE IN A BIGGER PRINT PLEASE CONTACT THE SURGERY ON
01675 442510.**

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Following a significant rise in costs by our text messaging provider, the practice is having to withdraw from the part of the service that enables you to text back and cancel appointments. This will take effect by approximately the end of January 2016. We will still be sending patient appointment reminders by text. The practice is disappointed that it has to withdraw this valuable service but cannot justify the huge rise in costs.



The practice is pleased to announce it is completing the final stages of the grant application with NHS England as part of the infrastructure bid and hope work will commence on the extension to the waiting area and reception in early March. This will cause disruption to the surgery entrance and the surrounding area during the building work and we kindly ask for your patience during this period.

The Friends and Family Test "We need your feedback"



Please remember when visiting the surgery to complete the Friends & Family Test. The Friends and Family Test (FFT) is now active in all GP surgeries and we are required to report our results to NHS England each month as a contractual obligation. It asks people each time they visit the practice (or use the online facility) if they would recommend the services they have used and offers a range of responses. We would really welcome your feedback and you can do this by

- completing a form at the surgery
- following the link from our website:

Following the publishing of the results of the GP National Patient Survey the practice are pleased to announce that they came third in West Midlands for patients expressing satisfaction with our service. We would like to thank all the patients that took the time to return the survey when they received it in the post. More details can be found at

<http://www.birminghammail.co.uk/news/health/what-best-gp-surgery-birmingham-10780913#ICID=FB-Birm-main>

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