



# Dr S J Godfrey & Partners

G.P. Surgery, Totton Health Centre, Testwood Lane,  
Totton, Southampton, Hampshire, SO40 3ZN

Telephone: 02380 865051 Fax: 02380 865050

Website: [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk)

20th June, 2016

Dear PRG Member,

I'm sorry; this update letter is long overdue! However, there is a lot to tell you about what's been going on at your practice and in your locality.

First of all, let me update you on the ongoing issues from my last letter:-

## Telephone System

This project was put on hold in the hope that we would be able to embrace some new telephone technology like other practices in the New Forest area; in particular, the VOIP system (Voice over IP is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol networks, such as the Internet). This type of system has many benefits to you, the patient, and the practice. Whilst some practices have had teething problems, these are being resolved and we are hopeful that at some point in the not too distant future, we will also be in a position to consider installing such a system.

## Reception Upgrade

This was also put on hold as we hoped to be carrying out a much bigger upgrade project. As this appears unlikely to happen in the near future, we will start to look again at changing the reception desk to make it more patient-friendly and efficient.

## On Line Services

You are now able to access appointments, repeat prescription ordering and your medical records online. If you haven't already registered to use on line services, please do take the time to do so – the system is easy to use and will save you time – particularly if you have to place regular orders for repeat prescriptions.

## DNA's (Patients who Do Not Attend)

We still get a high number of patients who do not attend the appointments they've booked. This is such a waste of valuable Doctor and Nurse time; providing enough appointments is extremely challenging for us, not least because we are limited by the number of consulting/clinician rooms that we have! Your help in spreading the word about the importance of cancelling appointments if they are no longer needed would be really helpful – thank you. Don't forget appointments can be cancelled in person at reception, on the telephone or online if you are registered.

## Duty Team

When I last wrote I mentioned that our Duty Team was fully operational. The Duty Team has been successful in helping us manage our "on the day" demand. We do realise that some patients are unhappy that they have to "sit and wait" to see a member of the Duty Team but, by not having firm time slots, it does enable the Team to utilise their time far more efficiently and ultimately see far more patients.

## **Electronic Prescribing**

This really will save you a lot of time. If you haven't registered for this service, please visit the Chemist of your choice; they will be happy to provide you with all the information you need.

## **CCTV**

There was very little mentioned on the feedback we received from patients on this issue. It is, however, something that is still on our agenda and we will keep CCTV use under review.

I would also take this opportunity to bring your attention to other things that have happened or are happening in the near future!

## **Newsletter**

Our latest newsletter is now available via our website [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk); hopefully you will find the content useful and informative. If there are issues you feel would be helpful to include in the next edition, please let us know.

## **Friends and Family**

Please do leave your comments on the experience you have had at the surgery. In future, we will be adding a summary of comments received and, where appropriate, responses to those comments on the "Friends and Family" page on the Totton Health Centre website.

## **PRG Information Articles and Meeting Invites**

We often receive information articles and external meeting invites for PRG Group members. We realise that when our Virtual Group was set up, we said we would not bombard you with lots of emails! However, we are now very aware that some patients may wish to attend the information meetings so we will be forwarding these emails to you in future. If, at any time, you would prefer not to receive such information, please let us know.

## **Our Website - [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk)**

Our website has been modernised and includes lots of what we hope is useful information about not only the surgery, but minor illness, long term conditions and many other things. Please take a few minutes to look over the website; if there is something else you feel could be usefully added please let us know.

## **Better Local Care - Totton Locality Survey**

The three practices in Totton have, for some years, been working together on many projects concerning patient care; that liaison is now even closer and some of you hopefully will have seen in The Herald details of how to access an online survey that is being carried out about how you would like to see patient care being run in the future.

There will be hard copy questionnaires available in the surgery very shortly; in the meantime, you will find a link to the survey on the front page of our website [www.tottonhealthcentre.co.uk](http://www.tottonhealthcentre.co.uk) under the banner "Better Local Care"; if at all possible, please take a few minutes to complete it.

## **Dr. Helen Fleet**

You may already be aware that Dr. Helen Fleet will sadly leave the practice as GP Partner on 30<sup>th</sup> June in order to spend more time with her young family.

Dr. Fleet's patients will be shared amongst the remaining GP Partners; please don't forget though, although everyone will be assigned to another "usual" GP, you can ask to see any Doctor within the practice.

## **The PRG Group**

Our PRG is currently run as a "virtual" group with one long standing member attending external Stakeholder meetings. Would you like to see our PRG run differently? Do you have any ideas on how to take it forward? Please forward your thoughts to me via the [WHCCG.TottonHealthCentre-PRG@nhs.net](mailto:WHCCG.TottonHealthCentre-PRG@nhs.net) email address.

That's our news for the time being! I hope you've found the update useful. If you have any queries or concerns regarding the above information, please don't hesitate to contact me.

Thank you.

Best wishes.  
Iris Pilgrim (Mrs)  
On behalf of  
Dr. S.J. Godfrey & Partners

## **Important Note:**

If you no longer wish to participate in the Virtual Patient Reference Group, please notify us by one of the following methods:-

Post: PRG Administrator, Dr. S.J. Godfrey & Partners, GP Surgery, Totton Health Centre, Testwood Lane, Totton, SO40 3ZN.  
E-Mail: [WHCCG.TottonHealthCentre-PRG@nhs.net](mailto:WHCCG.TottonHealthCentre-PRG@nhs.net)  
Telephone: 02380 865051

Thank you.