 **Patient Newsletter Winter 2019  **

Hello and welcome to our Winter Newsletter for Patents registered with Octagon Medical Practice.

**Patient Charter**

We recognise that change can be seen as a negative, and sometimes we forget how things were in the past and put the blame on the change rather than the original cause. We have listened to our Patients and will be introducing a Patients Charter for all of our Patients in 2020. Lynnette our Patient Liaison Officer will be working with all of our Patient Participation Groups to ensure that we capture everything we want to be measured on; this will include things like the maximum time you should expect to wait to have a call answered. We believe that communicating our charter with you, our staff and our Patients will know what is expected and work towards delivering the service we want you to rely upon.

Alan Ball, Managing Partner Octagon.

**Telephone System Update**

As promised, we have started to roll out our new telephone system across the Practices. Some Practices have existing long contracts in place; we are working with their current provider’s to understand the cost of exit if at all possible. We still expect to have the new systems in place across the Practices by summer 2020 as planned. Part of the delay in answering calls has been due to the number of staff available to man the phones as well as the number of physical lines coming into the Practice, our recruitment of new staff has been successful across all Practices and we now have more administration staff across Octagon than we did previously as individual Practice locations

**Doctorlink**

Doctorlink has been live across our Practices now for 3 months. We have had some excellent feedback from our Patients who have found it to be a very useful service. Each branch of Octagon has 2 dedicated appointment slots each day that are reserved for booking into by Doctorlink if appropriate. These slots are not wasted because if they haven’t been used an hour before they are due the receptionists are able to book in to them for normal appointments. Please see our website -<https://www.octagonmedicalpractice.co.uk> for further information and how to access Doctorlink.

**Facebook**

Our Facebook page has been successful and is helping us to communicate with our Patients and share important news and information. https://www.facebook.com/OctagonMedicalPractice

**Carers**

We are very keen to offer support to any of our Patients that may be Carers – Please let us know if you are Carer so that we are able to record this information in your medical record, once we record this information you are eligible for an annual health check and flu vaccination.

***Are you a Carer? A Carer is someone that provides unpaid care to a friend, neighbour or a family member.***

***This person may need your help due to frailty, age, physical illness, mental health or addiction.***

***If you haven’t done so already then please let us know at the Surgery as we are able to help and support you.***

We can also signpost you to appropriate help that is available for carers in your local area.

**Armed Forces Covenant**

Are you an Armed Forces Veteran, Reservist or a member of a Military Family? Please let us know at your branch of Octagon Medical Practice so that we can record this information in your medical record. You may also e-mail me lynnette.brennan@nhs.net with your name, date of birth and Military connection, I will then record this information in your medical record......help us to help you.

Armed Forces Covenant - [https://www.armedforcescovenant.gov.uk/](https://l.facebook.com/l.php?u=https%3A%2F%2Fwww.armedforcescovenant.gov.uk%2F%3Ffbclid%3DIwAR2tsNu6pRvmh6FvnoMtypnh9nyoDtmjBMriCKMNbncbmU90Bt0ggD4TB6Y&h=AT3k5kOpiq-n_pjdSBROfCBEVzCpFEIlgiLN7OfOz-E12zqzBhGQMyzNiKOzdrU1-EpM4jeVon0lq0yCpK8JYTqhjso2sBTPsfUwe1jQOVxyFYWuzrFF4Vk169KOjE-SVBwYc_0X7IvGH7uFwTbM3e3bQtLmfnc3Gr5MTxvslzrFoJSAqdd4SS73ZKd6CyLcvkYbxHv0TVGXgDhWofiIrEBSVVtkYavdkqS6uBRIHdCiI8_3LDxFi4qxrrAynyLGPA77KIeOYS-TLWVOM4Pb-W3V8jXy-bXJBn0RJo6m0pRb4jwGxyoMbfj6oezguZmIOCAMEmKz_okOx7gCCTBnji56Mk0KwNT-bdWSp8Bae6JOLyMaIR-Cq4ME-R2djO4Wlcc6FqSOv4oVM0px8tafIYbZuD7_hW7AeysFAolfSTSNhyQSvu_rmfK-gnNrQ54vFVa86ih1rxzMN6QnZq5JUJwjxUDbr0qJ36P4nTvSTlUgkBEHJ9uwAiEpMYSE0_9BY4InMtLsNnnTdQFwNdT2iyIlRWIOjnBTn_Dvd9mq8T32NMPLVBFyh9Qt174-R6c1tqbYBPvuuKAGKnmITAxb_H3sBSF85XBF50lhoQezO4fuq1awXhzdzA8Piv4K)
To those who proudly protect our nation, who do so with honour, courage, and commitment, the Armed Forces Covenant is the nation’s commitment to you. It is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives.

**On-line Access**

Are you aware that you can request on-line access which gives you the ability to order repeat medication and make appointments?

If you would like to register to use the on-line service please speak to one of our reception staff, you will need to bring photographic ID with you to enable us to register you for this service.

**All branches of Octagon will be closed on Christmas Day, Boxing Day and New Year’s Day, please ring NHS 111 for medical help and advice whilst we are closed or ring 999 in an emergency situation.**

May we take this opportunity to wish all of our Patients a

![C:\Users\Lynnette.Brennan\AppData\Local\Microsoft\Windows\INetCache\IE\ER28LASY\christmas-bells[1].png]()Merry Christmas and a Happy and Healthy New Year