



An information sheet provided by Hilary Cottage Patient Participation Group

Results of the most recent National GP Patient survey show that our practice ratings were above BOTH local and national averages:

- ✓ **91%** of respondents say the last GP they saw or spoke to was good at involving them in decisions about their care
- ✓ **93%** of respondents say the last GP they saw or spoke to was good at explaining tests and treatments
- ✓ **95%** of respondents describe their overall experience of this surgery as good

You have told us how we can get even better. You have asked us to improve the booking of appointments. Some of you want to see or speak to your preferred GP. Patients with complex needs appreciate the additional time we give, but we do know that this can keep others waiting longer than we would wish. By using on-line services, you can help us to improve those areas you want us to improve.

Are you making the most of on-line access via your phone, tablet or computer?



More and more, we are turning to the internet to buy goods and services. Yet when it comes to our own healthcare, do we really make the best use of the internet to access all that is available? Did you know that Hilary Cottage Surgery website www.fairfordsurgery.co.uk offers a range of on-line services and provides links to new national NHS services?

From the website 'Home Page' you can access your online medical record, book an appointment with a GP or request your repeat medication. You will need to register for this service so take the first step by coming along to the reception desk with photo ID. Complete and sign a registration form and you will be given a Username and a Password. This is vital, to set up your own confidential access. Once in place you can access the following:

- ▶ **Book a routine appointment** with a named GP. Our surgery release 'unallocated' appointment times at the end of each day, which makes the evenings a really good time to go on-line to book an appointment. **NB If you book it, you must keep it.**
- ▶ **Order a repeat prescription** for yourself, so the only journey you need to make is the one to pick up the items you have ordered.



Other online services available:

- ▶ **Get a same-day response to a medical concern.** Most surgeries have taken up the government initiative 'AskmyGP'. This is a new non-emergency service. Simply leave details of your concern before 12 noon and a GP will respond on the same day and within working hours.



- ▶ **Be well prepared for holiday or business travel in two simple steps :** **Step 1** - complete an on-line form in plenty of time before you travel. **Step 2** - call the surgery to book your appointment with the nurse, who will help you with what immunizations you will need and when.



- ▶ **Have same-day support when you are stressed, anxious or depressed, through 'Let's Talk'.** Hilary Cottage surgery provides a link to this new service from the NHS. It offers information, guidance and therapy during times when you are feeling stressed, anxious or depressed. This can be on-line, by visiting www.talk2gether.nhs.uk or by phone Monday- Friday, if you call 0800 073 2200 between 8.30am - 5.30pm.

