

# Marsh Medical Practice Spring Newsletter



*People delivering healthcare with professionalism and integrity*

## SMS Text Service

Need a reminder about your appointment? If you have a mobile phone you can make use of our free SMS text reminder service.

## Electronic Summary Record

This is a summary of your medical records containing information regarding medication, allergies and sensitivities. It can be seen and used by authorised staff in areas of health care who are directly involved in a patient's care. For example, it can be used when a patient is seen in hospital or out-of-hours.

## Detailed Coded Access

This allows patients to view a detailed version of their records online. Information such as medication, vaccinations, pathology results and allergies can be viewed.

## Infrastructure Update

We have now completed an upgrade of all our 11 clinic rooms across both sites. Further refurbishments at Manby will take place in the spring and information regarding these will be displayed there shortly.

## Outreach to the Community

One of our Nurses is visiting a local nursery to educate young children on what happens at the doctors. She will be carrying out a workshop designed around play, aiming to reduce anxiety when attending appointments, such as for booster vaccines.

## Bereavement - What to do when someone dies

We appreciate it is a very difficult time following a death. However, please be aware that the doctor requires at least 3 working days to complete a death certificate. An appointment at the registrar cannot be made until you have received a copy of the death certificate. This does not stop you and the funeral directors planning arrangements.

## New Patient Check

We must complete a new patient review within 6 months of a new patient joining our practice. It is important that the patient attends this check so we can assess their medical history/needs and ensure they receive appropriate continuity of care. We cannot prescribe repeat prescriptions without this check.

## Friends and Family Survey

This survey is a useful tool for us to gather confidential feedback from our patients about their recent visit/experience using our services. We love to hear about your positive experiences as well as feedback on ways we can improve our service. Please fill in the survey sheet located in our waiting rooms.

## Any Other Feedback?

Fill in a note for our suggestions box!



### You said...



### We did...

**"There is not enough parking at Manby"**

We have applied to the council for planning permission to create four additional parking spaces. Watch out for updates.

