



Ifield Medical Practice

PATIENT'S NEWSLETTER

March 2023

Welcome to Ifield Medical Practice's monthly newsletter

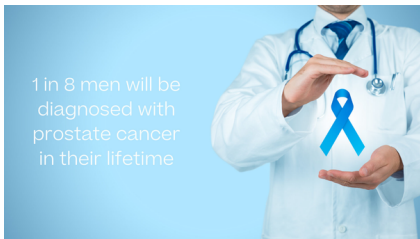
Prostate Cancer Awareness Month - March 2023



Prostate cancer is the most common cancer in UK males. Every day, about 140 men are told they have it and 1 in 8 men will get prostate cancer in their lifetime.

We here at Ifield Medical Practice want to encourage men, especially those who have a family history of prostate cancer, to get checked for their own piece of mind.

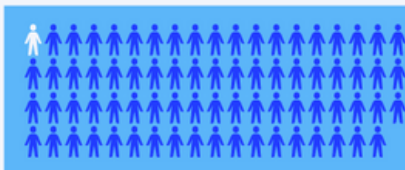
If you would like a prostate check/PSA blood test please fill out the online form on our website or call the practice on 01293 510900 to book an appointment with a Doctor.



<https://www.ifieldmedicalpractice.co.uk/upcoming-events>

Ifield Medical Practice

February at a glance...



We now have 9,922 patients registered at the practice, with 98 new registrations in February



We sent 277 referrals...

...and issued 12,671 medications



Our busiest day of the week was Monday



We carried out 3,695 appointments, of which...

66% were face to face

...and 232 were missed by patients.

A missed GP appointment costs the NHS around £30. If you cannot attend your appointment, please cancel so we can offer it to someone else.

Repeat Prescriptions

A GP must authorise every repeat prescription. As you will from the first page of this newsletter we issued 12,671 medications in the month of February. We ask our patients to allow 72 hours before collecting their prescription. They are usually done within 48 hours however in busier times allow up to 72 hours for processing.

We are closed on public holidays and weekends. Any prescription requests received during these times will be available for collection 72 hours after the next working day.

We know occasionally urgent requirements can arise. If this is the case please email ifieldmedicalpractice@nhs.net with your request.



Why does the receptionist need to ask what is wrong with me?

- A receptionist connects the patient with the most appropriate service for their needs
- It may be more appropriate to see a different clinician
- The GPs have asked reception staff to ask certain questions when booking to help the smooth running of our clinics.
- It is important to ensure you see the most appropriate clinician.

This can help us save a GP appointment for you when you really need it.

Thank you for your understanding.

Recent patient feedback

In the last month we have left patient satisfaction survey forms in reception as well as promoting the online questionnaire. After your appointment you will receive a SMS message asking for your review of your appointment. Your feedback really matters whether it is good or bad. We truly want to know what our patients think we are doing well and what needs improvement. Please complete this SMS short form if you can.

Some recent lovely comments we have received are:-

I HAVE FELT MORE CONFIDENT THAT MY CARE NEEDS ARE LISTENED TO. I REALLY LIKE THE HEALTHCARE ASSISTANT NURSES

MY SON HAS HAD A MEDICAL REVIEW. THE SERVICE PROVIDED IS EXCELLENT THE RECEPTIONIST WAS VERY HELPFUL AND POLITE. THANK YOU.

THE NURSES AT THE SURGERY ARE EXCELLENT

SO FAR EACH INTERACTION I HAVE HAD WITH STAFF (IN PARTICULAR THE NURSES) HAVE BEEN POSITIVE AND PROFESSIONAL

STAFF ON RECEPTION ARE FRIENDLY AND HELPFUL. DOCTOR WAS EXCEPTIONAL

SEEN ON TIME, VERY KIND DIABETIC NURSE WELL DONE IFIELD SURGERY

THE G.P I SEE WAS ABSOLUTELY AMAZING SO HELPFUL ITS THE THIRD TIME I HAVE SEEN HER FOR THE SAME PROBLEM AND SHE HAS BEEN BRILLIANT EACH TIME

THE SURGERY WAS CLEAN AND STAFF HELPFUL. THE ADVICE PROVIDED FOR THE CHECK UP WAS USEFUL AND FOLLOW UP STEPS CLEARLY GIVEN.



IMPORTANT! LONG TERM CONDITON Reviews

If you are invited by the practice to book in for a review of your long term condition, please book in and ensure you attend this appointment.

Thank you

