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***What can you do to help the practice provide you and your family with a better serv******ice?***

Your Practice tries very hard to meet the needs of all patients. *But* …..*we need your help to do this*.

Do you need to see the doctor or could you simply speak to them? We provide telephone advice slots each day and the Receptionist can always message a doctor and ask them to ring you. The doctor will call back when he/she can

The average practice may receive between 100 – 200 telephone calls between 8 and 10am.

Please allow us and consent so we may ***Text*** you with Appointment Reminders and Annual Review Reminders.

It is helpful though if **Home Visits** early in day if possible. This enables the GPs to priorities the home visits and makes planning far easier. Home Visits are strictly for housebound patients.

Please **cancel appointments** that are no longer required as these can then be used for another person. Clinical time is expensive and we need you to use this time effectively.

Most appointments are booked at 12 min intervals, some patients need longer than this and some need less time.

Please think about how many issues you and your GP can cover in 12 min. We encourage patients to deal with one issue at each single appointment

*Advice and self help*

It is estimated that every year 50 million people visit their GPs for minor ailments such as coughs, colds, mild eczema and athlete's foot. By visiting your local pharmacy you could save yourself time and trouble. On occasion we even receive calls from patients with dandruff which is totally inappropriate please help us to help you by using our services properly.

If you are looking for information or advice you could ring NHS 111 (you simply dial 111) and they can offer help and advice or tell you’re the best place to get the information you are looking for.

There are some good websites which give excellent information for patients and help with symptom checking.

 [www.nhs.uk](http://www.nhs.uk)

 [www.patient.co.uk](http://www.patient.co.uk)

Accident and Emergency Departments are there to treat people with serious problems or problems that cannot be dealt with by general practice. Remember the experts are your GPs, many doctors who work in A/E Departments will be far less experience than your GP.

Many practices now have the facility to book appointments over the internet, this can save you time as well as help the practice.

Keep your contact details up to date, especially telephone number. A contact email address and mobile phone number is always helpful.ontinue flyer text here. Continue flyer text here. Continue flyer text here. Continue flyer text here. Continue flyer text here. Continue flyer text here. Continue flyer text here. Continue flyer text here.

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**The Panton Practice**

The professional voice of Wessex general practice

**Key messages from the Practice:**

We do have a Patient Participation Executive who help represent patients and help to manage the Practice.

Please consider joining – we meet bi monthly

Our Chair is The Rev Jenny Furber – email jenny@furber.me.uk or Nick Thompson nick.thompson@dorset.nhs.uk

**Repeat Prescription Counterfoils**

Keep a look out here for current key messages

**Useful information**

**Practice phone number:**

01202 411700

**Practice web address:**

[www.thepantonpractice.co.uk](http://www.thepantonpractice.co.uk)

**Nearest Accident Department**:

Royal Bournemouth Hospital

**Blood test results**:

The doctor will call you if he/she feels it necessary and appropriate

We will not call patients who have normal results

There is no need to routinely call the Practice following blood tests

**Emailing the Practice**

Whilst the Practice Manager is prepared to receive emails from patients on issues relating to Practice matters please note emails regarding personal medical matters will, by necessity, need to be referred on to the appropriate clinician. Whilst he will endeavour to respond he is unable to guarantee immediate reply due to the varied nature of this post and clinician availability.

In general urgent and routine matters should be directed via our normal telephone service.

In addition please note he is not able to make routine appointments for patients – please call the Reception Team. For issues regarding appointments please contact Mrs Gill Atkins on 01202 411700 or gillian.atkins@dorset.nhs.uk

 **NHS Choices**

Please use this website to comment either positively or with constructive criticism.

If you wish to complain or have a suggestion please speak to us first and we will try to work with you to resolve the issue.

Talk to Mrs Atkins the Reception Manager or Mr Thompson (PM) or any doctor or nurse

Keep your contact details up to date, especially phone numbers. A contact email address and mobile phone number is always helpful.

**Medication**

Only order the medication you require. Some patients order too much and “stock pile”.

This is estimated to waste £300 million per year, this means that this money cannot be spent on medications or treatments which could help other patients.

Take your medication as prescribed (over 20% of patients do not!). If you have concerns about your medication or not happy to take what is prescribed to you discuss this with your GP.

If your repeat medications are not synchronised, ask for them to be aligned. This will help you but will also help the practice.

Many practices have the facility to order regular medication via the practice website. This will be easier for your and will also help us to provide a better service.

If you need your medication earlier than the anticipated date please ask the Repeat Prescribing Team in sufficient time and state a reasons

The Repeat Staff will try to let you know if your routine repeat medication request is delayed for any reason.

**Urgent or emergency care**

If you have a life threatening emergency, then the appropriate course of action is to dial 999 or go to the nearest Accident and Emergency Department.

For urgent medical problems you can dial 111 (now called NHS 111) or when your practice is open phone them, be prepared to give details of your problem/ If there is an urgent medical problem the practice will see you the same day in our sit and wait surgeries and in a timescale that is appropriate to your medical problem.

Accident and Emergency Departments are there to treat people with serious problems or problems that cannot be dealt with by general practice.

Remember the experts are your GPs, many doctors who work in A/E Departments will be far less experience than your GP.