



MARDEN NEWS

The monthly newsletter from Marden Medical Practice

August 2015

NOW YOU CAN BOOK YOUR TIME - ONLINE!

All practices in Shropshire now offer 'Patient Online' services. Patient Online enables you to take greater control of your care by:

- Booking and cancelling GP appointments online;
- Ordering your repeat prescriptions online; and
- Accessing your summary information online: allergies, adverse reactions and medications

In addition to accessing your summary information, some GPs also enable patients to access their information regarding medical problems, immunisation records, test results, letters and consultation notes via Patient Online services.

There are several benefits of using Patient Online services such as:

- Patients save time spent on phone calls to their GP practice
- Patients save unnecessary waiting time and journey to the GP
- Patients are able to access and book GP appointments online 24/7
- Patients are able to access and order their repeat prescription online 24/7 with the added benefit of not worrying about paper prescriptions

Patient Online encourages and increases patient ownership of their own care

Patient Online improves the patient's relationship and communication with their GP practice

To register for Patient Online services, please ask at reception.

For further information about Patient Online, please visit:

www.england.nhs.uk/patient-online

Useful Numbers

Health Visitors 452300
District Nurses 277709
RSH 261000
Family Planning 283382

Pharmacies

Rowland's On Site
369446
Asda 276810
Sainsbury's 244744
Taylor - Radbrook
249931
Williams Co-op
344277
Conway 352352
Lunt's - Hereford Rd
351918
Boots - Pride Hill
351311
Rhodes 343998
Boots - Copthorne
350747
Boots - Coleham
362496
Lloyds - Riverside
344523
Tesco
845449
Pharmacy Express
245715

New patients and old got together to meet the team at an Open Evening at the practice on July 14th. Several organisations took part providing information and members of staff and the practice patient group were on hand to chat to visitors.



LUNCHES SUPPORT CARERS

Caring for someone with any type of Dementia can be challenging, and family and friends who become carers are often unsure about what to do for the best or where to go for advice. When the Marden Patient Group learnt that some carers in our community felt very isolated we decided to try to help.

First we all became 'Dementia Champions' and then we identified a number of people in the group who are particularly interested in supporting patients who care for someone with Dementia. Some of us are, or have been, carers ourselves. After talking to some carers we decided to invite carers who are patients at Marden to a lunch to meet other carers and hear from agencies, such as the Alzheimer's Society who support people with Dementia and their carers. Response to the first meeting was so positive that we decided to make the lunches a regular event, and in the last year we have organised four events. Each meeting provides carers with an opportunity to meet with a representative from an organisation that provides support for carers and learn about the services on offer. So far we have heard Age UK, Carers Support and the Alzheimer's Society.

Carers are welcome to bring the relative or friend they are caring for to have lunch, but as the Patient Group is made up of volunteers we can't offer clinical advice. Members of the patient group are also on hand to signpost carers to other agencies and offer guidance about where to go for help with administrative tasks such as Power of Attorney. Perhaps most important of all is the opportunity to socialise and talk to other carers over lunch – we usually offer a delicious choice of soups and some naughty but nice sweet treats! This friendly informal atmosphere helps carers to share their experiences, concerns and good ideas about what to do with other people in a similar position. Feedback tells us that this can be the most valuable part of the session. Our next lunch is scheduled for late autumn. If you care for someone with any type of Dementia and would like to join us, or if you need any support in this area, please contact Zoe George - Patient Services Manager on: 01743 241313.



GROUNDSMAN GRAHAM'S GORGEOUS GARDEN

Earlier this year the practice groundsman Graham set about clearing the area at the front of the practice, planting lavender and flowers to attract bees and other wildlife. It's now in full bloom and should provide a colourful focus right up until the Autumn.

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