

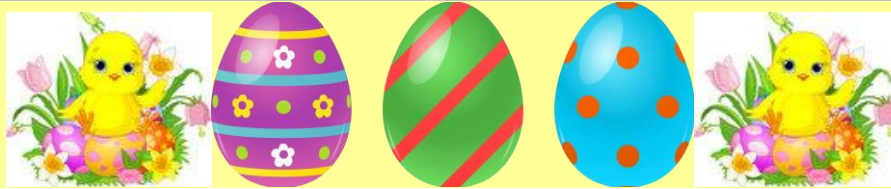
APRIL 2019

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

April 2019  
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Higher Lane  
Rainford

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## DRS LOWCOCK & VELTKAMP



### **Free NHS Health Checks**

NHS health checks can help to diagnose underlying conditions including heart disease, stroke, diabetes, kidney disease and dementia.

People between the ages of 40-74 who have not been diagnosed with one of the conditions mentioned will be entitled to a health check once every five years. If you receive your invitation please book your appointment without delay.

Alternatively, take the initiative and don't wait to be invited - book the appointment yourself.

What happens at the check?

You will first be invited to attend for a blood test at the practice. You will then be given an appointment with our Healthcare Assistant (HCA) a week later.

You'll be asked a few simple questions. For example, family history and lifestyle choices which may put you at higher risk.

- We'll record your height, weight, age, sex, ethnicity and other pertinent questions.
- We'll take your blood pressure.
- We'll discuss the results of the blood test (cholesterol and HbA1c levels)
- We will do a QRisk which is a prediction algorithm which gives a percentage risk of a cardiovascular disease event occurring over the next ten years
- We will provide advice on lifestyle changes.
- The check will take 30 minutes

### **DNAs (Did Not Attend)**

A huge problem that many NHS organizations encounter is the occurrence of DNAs. DNAs are when patients miss an appointment without notifying the practice first. Recent data from NHS Digital indicate 1 in 20 GP appointments are DNAs, costing the NHS £200m per year. The obvious problem this causes is

wasted clinician time, which could have been given to a patient who really needed attention.

Here are some statistics you may find interesting:

- In 2018 there were a total of **574** missed appointments at this practice despite appointment reminder texts
- **94** patients with multiple DNAs

How can you help? If you are unable to attend for an appointment for whatever reason, please contact the practice as soon as possible to cancel. Please see our DNA policy on the website.

## **ELECTRONIC PRESCRIPTION SERVICE (EPS) – PHASE 4**

EPS is the computer-based electronic generation and transmission of a [medical prescription](#), taking the place of paper prescriptions. It gives the ability to send error-free, accurate, and understandable prescriptions. EPS is meant to reduce the risks associated with traditional prescription writing making the process much safer for patients. It has been in operation at this practice since late 2014 and many of our patients use this functionality to great effect. PHASE 4 of the EPS system will be coming in to place shortly and this will mean that EPS prescriptions will be the default method of prescribing and dispensing medication. **In view of this we are asking all our patients to nominate a pharmacy when they next order their medication.** This will mean that we are all prepared for the termination paper prescriptions. Please either inform our Reception staff of your chosen Pharmacy or you can register when the NHS abolishes for this service at the Pharmacy of your choice. **Act now to save any delays or frustration in the future.**

## **TELEPHONE RECORDING AND CALL QUEUING SERVICE**

Due to the huge volume of calls we receive at the Surgery we will shortly be introducing a telephone recording and queueing service. This means that when you telephone the Surgery you will hear a welcome message and other useful communications. This will streamline calls to the Practice. Whilst call queueing is in operation we will take the opportunity to use it to provide callers with information and directions that they may find helpful and what might be pertinent at different times of the year. For example when we hold our flu clinics in the autumn. In addition all incoming and outgoing calls will be recorded for monitoring and training purposes.