

King Edward Street Patient News

King Edward Street Medical Practice

Free phone app to find health services quickly

The new free 'Health and Care Oxfordshire' app shows you the best place to get help when you are ill, injured or need treatment.

You can quickly find your nearest GP practice, minor injury and first aid unit, sexual health clinic, pharmacist and A&E department on the app.

The app uses digital maps making it easy for you to find these services in Oxfordshire.

If you are eligible for adult social care the app signposts you to your nearest support. You can even book a GP appointment, order a repeat prescription and view your medical records via the app.



To download 'Health and Care Oxfordshire' visit [Google Play for Android](#) and [iTunes for iPhones](#)

Nov 2017

Volume 4, Issue 2

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CQC inspection rates us "good"

CQC have re-inspected the practice over the summer and have been very satisfied by what they found.

CQC ratings are based on a combination of what they find at inspection, what people tell them, their Intelligent Monitoring data as well information we and other local organisations have provided. From all this information, they have rated us as **good**.

You can read their report in full by clicking on the link to the right.



King Edward Street Medical Practice
CQC overall rating

Good

14 August 2017

Did you know?

Many patients may not realise some or all of the following:

- You can ask for a double appointment (20 mins) if you think you will need a longer consultation (this helps the doctor not to overrun and thus means other patients are not kept waiting for their appointment).
- You can now set up an online account—like you would with a bank or supermarket—that will enable you to do lots of things even when we are closed. For example, you can book or cancel appointments, order repeat prescriptions and even check your test results, vaccination history or read your medical record.
- We now operate an email confirmation and text reminder service to help you manage your appointments with the practice. If we hold a valid email address for you, you will be sent an email confirming the time and date of your appointment within a minute of it being booked. If we hold a mobile number for you, you will be sent a text message the day before your appointment as a reminder.
- If the receptionist asks what your appointment is for, she is not being nosy, but rather she is trying to determine who you need to see (the doctor or the nurse) and how long you might need. You are always free to reply that you would rather not say on this occasion.
- You are allowed to stay registered with us, even if you move outside our catchment area (i.e. beyond the ring-road), but we are not then able to provide a home visit should you be too unwell to attend the surgery, as the doctors will not be able to travel that far in the time available. Provided you are happy with this, you can ask to be registered as an “Out of Area” patient.

GP services in the evening and at weekends

You can now book evening or weekend appointments with an NHS GP or Nurse .

In collaboration with other local practices we are now able to offer appointments for our patients in the evenings and at weekends. This is being done to make it easier for all patients registered with a GP in the city to receive advice or care at a time that is convenient.

Appointments are booked in the usual way through our practice reception team but you will *not* be seen by clinicians from King Edward St.

The appointments themselves will be held in three locations — Botley, Summertown and East Oxford. For more information about opening times and clinic locations please see the OxFed website: <https://oxfed.uk/evening-and-weekend-gp-clinics>

For further information look at this [leaflet](#).

Tricia is retiring...

Our well-loved and much respected Practice Nurse—Tricia—is retiring at Christmas. We will be very sad to see her go.



We are extremely grateful to Tricia for all her dedication and hard work over the years. If you would like to leave a special message for her, please ask at reception and they will gladly have you sign her retirement book, which we will present to her on her last day.

... and Emma is returning

We are delighted to have Dr Emma McKenzie-Edwards returning to the practice in a few weeks' time, after a period of maternity leave. Her first day back at work will be Tuesday 09 January.



We're ranked 'best' practice in Oxford

In July, the Oxford Times revealed the 'best and worst' surgeries from the results of the national patient survey comparing the county's GP services, as rated by patients for waiting times, appointment availability and quality of care.



The results come from an independent patient experience survey run by Ipsos MORI on behalf of NHS England. We were considered to be the 'best' practice in Oxford, and are ranked 3rd out of 79 in the county, with an overall satisfaction of 98%. Only Cropredy Surgery and Berinsfield Health Centre scored higher (99%).

We were rated above the national average of 85% of patients who describe their overall experience as good, and the county average of 89%. This is an improvement from last year's survey results, when we were ranked 3rd best in Oxford and 14th in Oxfordshire.

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We're on the web!
www.kingedwardstreet.nhs.uk/ppg.aspx

The King Edward St Patient Participation Group works to improve communication between the Practice and its patients, to ensure the services on offer truly meet the needs of all patients.

Anyone and everyone is welcome to join the group, as long as you are registered with the practice and interested in working together to make positive changes for the practice and its patients.

For further information about the group, please contact its Chair, Jack Mahoney (or the Practice Manager)

So click and easy

An NHS advertisement with a blue background. In the top right corner is the NHS logo. The main text reads "See for yourself" in large white font, followed by "Access your GP records online" in a smaller white font. Below this, it says "You can now access your GP records and check test results online. It's quick, easy and your information is secure." and "Register for online services at your GP surgery or to find out more visit nhs.uk/GPonlineservices". A large yellow magnifying glass is positioned on the right side of the advertisement.

NHS

See for yourself

Access your GP records online

You can now access your GP records and check test results online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit nhs.uk/GPonlineservices

Online services give patients the option to book and cancel appointments, request repeat prescriptions, see their test results and view their GP records, using their computer, tablet or smartphone rather than having to phone or visit the practice.

Just like online banking, using online services is the easiest and quickest way to view your test results or make an appointment, as there's no need to make a phone call or visit us. Computer, smartphone or tablet users can use these services anywhere in the world – 24 hours a day, seven days a week.

If you are not already registered for GP online services please speak to us about getting set up. All you need to do is complete a short form and show some ID.
