

# Long Furlong Medical Centre

January 2017

## Happy New Year and Thank You:

- to everyone for your help in locating the owner of the beautiful cat that has been visiting us!
- for all the lovely Christmas treats and messages that we received from our patients over the festive season. They were very much appreciated.

## PRACTICE NEWS

In 2015 all the GP practices in Abingdon plus Clifton Hampden and Berinsfield formed a legal entity which is known as the Abingdon GP Federation. Each practice is represented by a GP and Practice Manager who meet at regular intervals. Our representatives on the federation are Dr Nowell and Diana Donald.

The purpose of the federation is for practices to support each other by sharing administration functions that may help to reduce costs but mostly to explore opportunities for delivering new services for our patients. As this is a very large patient population (approx 61,000) it opens the door for the federation to bid for new funding that may become available. A new project that we have successfully received funding for will allow us to extend the opening times of practices. **More details are provided on the following page.**

In addition to this new service, as a Practice, we will continue to provide our alternate Tuesday and Thursday evenings and monthly Saturday morning surgeries **until the end of March 2017.**

**Patient Group Meetings:** If you would like to join our patient group, please contact Mrs Diana Donald on 01235 522379. Our next meeting is on Wednesday 18 January 2017 at 2pm

**Feedback from our Practice Development Days:** During our Practice development days in April and December we looked at how, as a team, we might work more efficiently but also how we could help direct our patients to the most relevant person in the practice. We thought you would be interested to know that:

- We have developed an 'at a glance' guide to help receptionists when organising appointments or advising patients when it is appropriate to contact other services such as the minor injury unit, pharmacist, opticians, A&E etc.
- We are developing a 'Who to Contact in the Practice' guide for patients which will be available to download from our website. Copies will also be available in the waiting room.
- We will continue to promote and actively encourage our patients to register for our **\*on line service**. By reducing the number of incoming calls, the receptionists will have more time to help patients who do not have access to computers and to deal with any queries and administrative tasks for the doctors and nurses.

**\*Our online service** provides patients with the ability to book appointments and order prescriptions, view their clinical record which includes: immunisations, allergies, consultations and documents such as hospital correspondence. If you do not use the service, but would like to, please download and complete the registration form from our website (copies also available from reception) and bring it with photo ID (e.g. driving licence or passport) to reception. We will then activate your account for you. If you need help with this, please let us know.

## ABINGDON FEDERATION GP EXTENDED ACCESS SERVICE

### A NEW 7 DAY SERVICE AVAILABLE FROM 30<sup>TH</sup> JANUARY 2017

The Abingdon GP Federation has been granted funding until March 2018 to offer evening and weekend clinical appointments

The Abingdon GP Federation consists of the following six surgeries:

Abingdon Surgery  
Berinsfield Health Centre  
Clifton Hampden Surgery  
Long Furlong Medical Centre  
Marcham Road Health Centre  
Malthouse Surgery

If you are registered at any of these Practices, you can book an appointment to be seen by a GP and, at certain times, other members of the Primary Care team, in our extended hours' services as follows:

**Monday to Friday** - 6 pm to 8 pm

**Saturday and Sunday** – mornings (surgery times may vary according to each practice)

Appointments will be delivered on a rota basis at one of five surgeries, however, patients registered with all six practices are able to use the service. Appointments must be booked through **your own** GP surgery at which time you will be advised of the time and location.

**If the appointment is not with your own surgery, you will need to provide verbal authority for the clinician providing your care to access your medical notes.**

Appointments in other practices will be with the clinicians associated with that practice and not your own practice.

Abingdon Surgery  
65 Stert Street, Abingdon OX14 3LB  
[www.abingdonsurgery.com](http://www.abingdonsurgery.com)

Long Furlong Medical Centre  
45 Loyd Close, Abingdon, OX14 1XR  
[www.longfurlongmedicalcentre.co.uk](http://www.longfurlongmedicalcentre.co.uk)

Berinsfield Health Centre  
Fane Drive, Berinsfield, OX10 7NE  
[www.berinsfieldhealthcentre.com](http://www.berinsfieldhealthcentre.com)

The Malthouse Surgery  
The Charter, Abingdon, OX14 3JY  
[www.malthousesurgery.co.uk](http://www.malthousesurgery.co.uk)

Clifton Hampden Surgery  
Watery Lane, Clifton Hampden, OX14 3EL  
[www.cliftonhampdensurgery.co.uk](http://www.cliftonhampdensurgery.co.uk)

***Funding is in place for this service until March 2018***