

December 2019



## The Culverhay Surgery

WOTTON-UNDER-EDGE

### ***As a Patient at The Culverhay Practice are you .....***

- Interested in finding out more about our practice and the development of health services?
- Keen to help Culverhay Surgery to continuously improve its services through the involvement of its patients?
- Prepared to attend a meeting every 2 months and occasionally provide a little effort to achieve these ends (e.g. assistance at flu clinics, attendance at other meetings)?

If you are, then why not consider becoming a member of the ***Culverhay Surgery Patient Participation Group (CSPPG)***?

The CSPPG needs new members of all ages, and especially young people and those with families, to broaden its perspective. The effort required is small, so if you feel you might be interested in having a say, you will be welcome in the team. To find out more please visit the CSPPG section on the Surgery website [here](#), where you will also find a sign-up form.

The CSPPG is also currently looking for a new secretary to carry out the administrative duties of the group, so if you feel you might be interested in both being a member of the group and fulfilling this role, then more information is available [here](#).

### ***And by the way .....***

Culverhay Surgery has recently implemented a new website aimed at providing you with more comprehensive information and services. It can be found at the same address as before ([www.culverhaysurgery.com](http://www.culverhaysurgery.com)). The new site offers, in addition to general surgery information (staff, opening hours etc.):

- Ability to send online non-urgent queries to Practice staff (doctors, nurses, reception) with a response time of no more than 2 days

- Self-help and advice relating to minor illnesses and injuries
- A Wellbeing Centre, providing contact information to groups that provide support in areas such as bereavement, elderly care, disability etc.
- Self assessment, allowing patients with a variety of conditions to self-monitor, and provide better information when seeing a doctor
- Prescriptions and Medicines Centre allowing patients to request a medication review or register for electronic prescriptions, and providing local pharmacy locations
- Access to online services provided via SystmOnline.

The above list is by no means exhaustive and you are encouraged to have a browse, if you haven't already done so, and see how much you can now do without visiting the surgery. This will hopefully improve your experience as a patient and also allow the Practice not only to provide more services but also to deliver them more efficiently.

***Avoid the queue by using SystmOnline***, which allows you to:

- View, book and cancel appointments
- View and request medication
- Fill out online questionnaires
- Register as a new patient
- View summary information from your patient record (with additional permission)

For confidentiality/security reasons services are provided via a secure module accessed directly or via the Practice website. There is also a free app for iPhones and iPads. You need to register to use SystmOnline services, and you will be provided with a username and password – a form to do this can be found on the Practice website [here](#). Once obtained, you will find the system easy to use and beneficial.