

TEN WAYS TO GET THE MOST FROM YOUR PRACTICE

1. Get on line! If you have access to the internet by way of a smartphone, a tablet or a computer, then you can have access to many of the services provided by the practice without having to go near the surgery. Just ask at Reception, in person or by phone, for details on how to sign-up and take full advantage.

If you are unsure how to do this, you can book in at Porchester Library for a quick course designed specifically to help patients of the practice.

If you have already signed up but are having trouble remembering your user name and password, why not put it on your phone in the notes section under the telephone number of the surgery and it's always there!

2. And there is now a free app available which enables you to access on line services more easily from your phone. Just ask at Reception for details.
3. Access your test results on line - no need for a phone call. If results are normal, you can relax and take no further action. If not, then a doctor will most probably have called you already. But if not - make the call yourself, a.s.a.p.
4. Order your repeat prescription on line. It will then be sent direct to your chosen pharmacy. No need to go anywhere near the surgery for this!
5. Make your appointments on line. The system will show the next available appointment with each doctor. You can choose one most convenient to you and book it - without having to phone and speak to a receptionist.
6. The practice now offers more services for which you can refer yourself:
 - (a) Podiatry (if you have difficulty cutting your toenails)
 - (b) Physiotherapy (now available at the surgery)
 - (c) Time to talk (counselling and therapy)
 - (d) Help with giving up smoking
 - (e) Advice about problems with alcohol

- (f) Help if you are having problems with drugs.
7. Join the Garway Patients Group and have a say in how the Practice is run. Meetings are held on the last Wednesday of every 2 months in the Surgery at 6.30 pm for a maximum of two hours. Minutes are posted in the surgery waiting room and on the practice website. All registered patients are welcome to come with suggestions and ideas.
 8. "Have your say" - a standing invitation to patients to email the chair of the Patients Group (email address: garwaypatientgroup@gmail.com) with issues you might like to raise at a meeting. And if you haven't time to come along to the meeting, your issue will be on the agenda and will be discussed and responded to.
 9. Make more use of your pharmacist. All local pharmacists work closely with the practice and they are incredibly helpful and knowledgeable. If you ask for advice they will often save you from having to make an appointment to see a doctor.
 10. Take control of your hospital appointments. If you have been referred by a doctor but have heard nothing from the hospital, do ring them and find out what is happening. Offer to take any cancellations that might come up. Be active not passive - don't let them forget you!

If you do all or even some of the above, you will feel empowered and save the Practice valuable time thereby making it more efficient at doing what it does best - keeping you in the best of health!