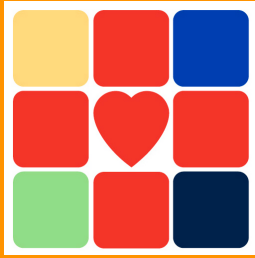


# Charnock Health Newsletter



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## Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.

### Your computerised medical records

#### New options via PatientAccess

**As part of our plans to develop online services we have now introduced a new service for patients who want to access their records online.**

**If you are a patient who is currently signed up to PatientAccess to allow you to order your repeat prescription and make your doctors appointments online there is some exciting news...**

You can now view **ALL** your current medication items, any allergies or sensitivities and any immunisations that have been recorded on your computer record. All you need to do to view these additional sections of your medical record is to ask us to activate that part of your computer record for you to see. We will ask you to sign and date a form and access to these three sections will then be available to you within five working days. Once you have signed up for access please let us know if you spot any errors or inaccuracies in your records.

If you do not currently have PatientAccess and want to be able to book appointments, order repeat medications and view sections of your computerised medical record, please request this access from reception.

### Introducing the Friends and Family Test

NHS England have introduced the Friends and Family Test (FFT) as a feedback tool to support the principle that people who use NHS services should have an opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and, combined with a follow-up question, the FFT should provide a mechanism to highlight both good and poor patient experience. NHS England states that this kind of feedback is vital in transforming NHS services and supporting patient choice.

As a patient at Charnock Health you have the opportunity to give us feedback either by picking up a card located on the reception desk and placing it in the box provided or by using the link on our website - [www.charnockhealth.nhs.uk](http://www.charnockhealth.nhs.uk). You are able to feedback anonymously if you wish and the response you give can be a positive one to highlight what we are doing right as well as letting us know what we could do better. The feedback gathered through the FFT will be used by the practice to carry out the sorts of changes that make a real difference to you the patient and your care.

### The Friends and Family Test (FFT)

Since December 2014 the FFT has gone live in 8000 GP practices across England.

Launched in April 2013 the FFT question has been asked in all inpatient and A&E departments across England and has been extended to maternity services and mental health services.

Since it began, the FFT has produced more than four million pieces of feedback.

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### Important!

**Don't forget that you need to be signed up for PatientAccess, our online service before you can see your records**

### How can I find out more about all this?

If you need to know more about our online services including requesting repeat prescriptions, making appointments and viewing your computer records please speak to our reception staff who will register you for this

More information about this service and the Friends and Family Test is available on our website - [www.charnockhealth.nhs.uk](http://www.charnockhealth.nhs.uk) and also on the NHS Choices

