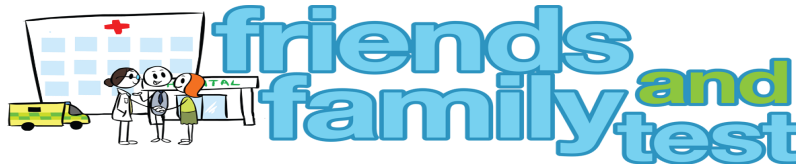




Please note that Hall Green Health closes every Wednesday at 1pm and BADGER out of hour's service will provide cover. BADGER's Telephone no: 0300 555 9999

## Friends and Family Test:-



The Friends and Family Test (FFT) is a contractual important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

From 1 December 2014, the FFT will be available at **HGH**. The feedback gathered through the FFT is being used in NHS organisations across the country to stimulate local improvement and empower staff to carry out the sorts of changes that make a real difference to patients and their care.

## Book Appointments and Order Repeat Prescriptions Online

We are very pleased to announce that patients can make their routine appointment with their Doctor online as well as order repeat prescriptions. These services can be accessed via the Hall Green Health website using [Patient Access](#). Patients will need to register their interest with us so that we can set up a user account and password. If you are not registered with Patient Access please see a receptionist at the Enquiries desk and they can print the information you will need to register. You cannot start using the service until you have this information and have gone through the registration process. Please make sure you bring with you one form of photographic ID, e.g. a passport or photocard driving licence. If you do not have photographic ID please speak to a receptionist at the Enquiries desk. Once you have registered there is also a Mobile App for your phone available.

Electronic Prescription Service is now offered at HGH. EPS enables prescribers - such as GPs and practice nurses - to send prescriptions electronically to a dispenser (such as a pharmacy) of the patient's choice. This makes the prescribing and dispensing process more efficient and convenient for patients and staff.



## Patient Partner:-

Please note that HGH has purchased Patient Partner. Patient Partner is a system that allows our patients to book, cancel, check or change appointments at any time, night or day using their telephone. The system is a PC/Server based solution, which connects to our practice's telephone system. It also integrates with the clinician electronic appointment book, ensuring that it can operate in 'real time'. We are currently awaiting for an installation date and hope this system will be active from mid January 2015.



## Your Care Connected :-

Your Care Connected (YCC) is an information sharing programme which will allow NHS healthcare providers in Birmingham, Sandwell and Solihull to share specified patient information when it is required for the direct care of the patient. HGH patients will be written to by the CCG explaining the programme. Your Care Connected will enable patient information recorded by one organisation to be viewed instantly within the clinical information system of another organisation, without the need to login to a separate system. Please speak to the enquires desk for more details.

**Extended Hours** :We offer extended hours appointments for patients who cannot easily come to the surgery during normal hours for pre-arranged early morning and Saturday morning appointments. Extended hours appointments are pre-bookable only and we are unable to offer a walk-in service at these times.

