

## PATIENT ONLINE: Records Access

If you wish to, you can now use the internet to book appointments with a GP, request repeat prescriptions and look at your medical record online. You can also still use the telephone or call in to the surgery for any of these services as well. It's your choice!

To register for our online service you will need to fill in a Patient online Registration form, which can be found on our website or from reception and two forms of I.D. must be provided (one of these must have a photograph). Acceptable documents include passports, photo driving license and bank statements.

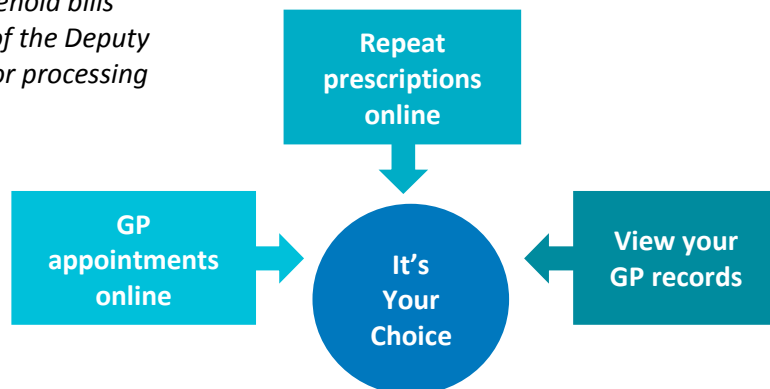
*If none of these are available, household bills may be accepted at the discretion of the Deputy Practice Manager and Administrator processing patient access.*

You can collect your login details from the practice after 10 working days.

It is your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately.

If you can't do this, we recommend that you contact the practice so that online access can be temporarily removed.

If you decide to print out any information from your record, it is your responsibility to keep this secure.



### **Banbury Health Centre Patient Participation Group (PPG): How to get involved!**

If you are a registered patient at Banbury Health Centre you can join practice staff to discuss the issues that affect your care and how we can improve!

We have at least one meeting at the practice annually, and circulate further information via email and post, as necessary. We may hold extra meetings as issues arise for discussion.

We want to work together to improve services at Banbury Health Centre. Let us know by calling reception, if you would like to take part in our PPG.

## PPG Round-Up: June 2017

Banbury Health Centre held a meeting attended by some of our patients on Thursday 15 June 2017. Julie and Ally from Oxfordshire Clinical Commissioning Group came to listen to what patients think about our services – to inform plans for the future.

Banbury Health Centre is different to other practices in Banbury. It is run by Primary Medical Ltd (PML) (a not for profit organisation set up by GPs) under a time limited contract (other practices hold the traditional NHS contract with no end date). The practice is open 8am-8pm 7 days a week (other practices have extended their opening hours but not across 7 days). The practice also sees people not registered at the health centre.

Oxfordshire Clinical Commissioning Group (OCCG) is responsible for managing all the contracts for GP practices across Oxfordshire. The contract for Banbury Health Centre ends in March 2018 and OCCG will need to look at how the services will be delivered in the future; this will include discussion with patients, neighbouring practices and all the interested groups of people.

At the same time, Banbury Health Centre is talking to other practices in Banbury about how they could work differently together to bring a wider range of services to our patients and to make primary care in Banbury more sustainable. The well-publicised pressures on General Practice in Banbury have been caused by difficulties in recruiting to vacancies and in maintaining services in relatively small practices. The discussions between practices could mean bringing the practices together – like a merger.

We are in the very early stages of discussion. Increasing the sustainability of primary care is important for us all. It has the potential to deliver real improvements for patients and could make Banbury an attractive place to come and work if you are a GP or other clinician working in general practice. This is an exciting prospect with opportunities for patients and for practice staff. It could mean changes and we will want to include patients in the discussions as we begin to explore options for the future.

The meeting held in June was with patients, including members of the Patient Participation Group, with managers from PML and from OCCG. This was an opportunity to listen to what patients valued about Banbury Health Centre and how things could be improved.

Some comments from patients were:

*'It's really good that I can see the nurse for a lot of things'*

*'I can get an appointment when I need one'*

*'Like the opening hours'*

*'The pharmacy is very close by'*

*'It's important that I see the same GP for ongoing health problems'*

*'I didn't fit the District Nurses criteria so hospital at home came to see me'*

A further meeting with Oxfordshire Clinical Commissioning group is being held on Tuesday 18 July at 4.30pm in the Ground Floor Function Room at the Banbury Town Hall. Please let us know if you would like to attend.

Banbury Health Centre  
58 Bridge Street  
Banbury  
OXON, OX16 5QD

Tel: 01295 22 55 33  
[www.banburyhealthcentre.co.uk](http://www.banburyhealthcentre.co.uk)

Out of Hours: 111