



## Patient Participation Group Report 26.10.2023

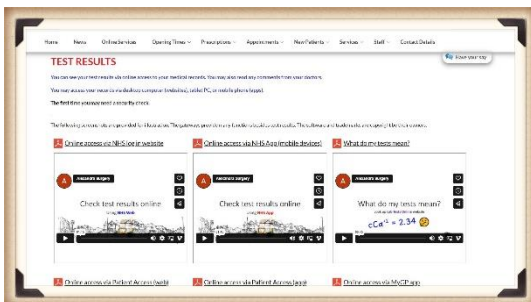
### NEW TELEPHONE SYSTEM – August 2023



We have completely replaced the internal telephone system with a more advanced type. This will allow us to handle incoming calls on more than one line and reduce callers' waiting times.

There have been some teething troubles however we have worked with the engineers to resolve them quickly.

### ACCESS TO GP RECORDS ONLINE – November 2023



From next month (November) the NHS will open up online access to GP records to the majority of patients.

You will be able to read your doctor's comments as well as check test results and request prescriptions.

Access can be via:

- NHS app
- NHS log in
- Patient Access app
- Patient Access online
- MyGP online

We have prepared step by step guides for each of these platforms, you can see these on our website [www.alexandrasurgery.com/info.aspx?p=16](http://www.alexandrasurgery.com/info.aspx?p=16)

## **IMMUNISATION AGAINST INFLUENZA (FLU JAB)**

And last but not least, a gentle reminder that the flu season is upon us. We have ample stock of influenza vaccine for all age groups. Please book yours as soon as possible.