

Patient newsletter

We will shortly be commencing a new service, advising patients, with mobile phones, of test results by text. If you have not advised us of your current mobile number please do so to ensure that you can take advantage of this facility.



EMAIL REPEAT PRESCRIPTION REQUESTS

As of 1 April 2019, for technical reasons, we will no longer be able to accept emailed requests for repeat prescriptions. If you currently use this method you will need to select an alternative option going forward.

The easiest solution is to use the repeat prescribing section on Patient Access. If you are not already registered to use Patient Access to book appointments then you will need to come to Reception with a copy of your ID and we will issue you with your log-in details and password.

Once registered you can request your regular repeat prescriptions with just a few clicks.

Remember

Some conditions such as coughs, colds, sore throats and rashes do not usually require a GP appointment and can be dealt with by your local Pharmacy .

BLOOD PRESSURE

If you have not taken your blood pressure recently, please use the BP machine in the waiting room and pop the results in one of the envelopes provided. BP readings are one of the means by which your GP can keep an eye on your on going health and spot early stages of change.

GP Partners

Dr P Horry, Dr L Gray,
Dr C Parfitt, Dr M Hoghton,
Dr S Bunce, Dr K Hathway,

Employed GPs

Dr A Marriott, Dr A. Hill,
Dr S Mitchell, Dr M Wheatley,
Dr J Brown, Dr S Woods, Dr G Herath,
Dr M Ainsworth, Dr A-M Streeton

Clinical Team

Jenny Ryan	Nurse Practitioner
Catherine Patel	Nurse Practitioner
Marcus Wenner	Physician Associate
Clare Green	Practice / TR Nurse
Jeannette Tree	TR Nurse
Delyth Darbon	Travel / TR Nurse
Sarah Sturdy	Practice / TR Nurse
Mark Singleton	Paramedic
Wendy Smith	Nurse Practitioner
Sonja Maass	Practice Nurse

If you are intending to travel abroad for holiday or business and think you may need vaccinations, please complete the travel form, available on our website, or from Reception, **a minimum of 6 weeks** before your travel date

Practice Closure

The Practice will be closed
(for routine appointments) to
allow for essential staff training
on

5th February 2019

Between 1.00 and 5.00pm

A duty GP will be available for
emergencies and
prescriptions can be collected
from 5.00pm

Saturday Appointments

We are open on most Saturdays for
pre-booked GP, Nurse and HCA
appointments.

Appointments available on a Saturday
can include :

Routine GP
Smoking Cessation
Dementia reviews
Chronic Disease reviews
Smears
Coil Fitting
Dressings
Immunisations (not travel)

*Please note that we are unable to
accept same day appointment requests,
issue repeat prescriptions or take
bookings for routine appointments
on a Saturday*

GP News

We welcome

Dr Gayani Herath and Dr Ann-Marie Streeton to the practice team.

Dr Sam Mitchell and Dr Alex Hill are currently on maternity leave.

Dr Liesl Gray is now a GP Partner

Long-acting Reversible Contraception (LARC)

Before coils and / or implants can be fitted patients are required to meet with their GP or Nurse for a short counselling session. For coils there may also be a need for a swab.

If you are considering LARC then please book an initial appointment with Drs Horry, Ainsworth or Marriott or Nurses Jenny Ryan or Catherine Patel.

LONG TERM CONDITION HEALTH EDUCATION SESSIONS

The practice has arranged a full diary of health education sessions for 12 different chronic and long term conditions over the next 12 months.

These sessions are normally held on a Saturday morning. The next session, for Asthma patients, is scheduled for 23 February 2019 and on 23rd March there will be a session for patients with IHD.

Further sessions will cover, CKD, Coeliac and IBS, Hypertension, Arthritis, Stroke, Diabetes and COPD.

Please talk to your nurse for further information

BLOOD APPOINTMENTS

If you have booked in for a blood test then please ensure that you check –in and wait in the Treatment Room Waiting Room, rather than the main waiting room, to be called.

The Treatment Room is to be found half way along the main corridor, between the front doors and the main reception desk

Locality Working

Change is afoot in the NHS, locally, and practices are being asked to develop a means of working together with neighbouring practices in the provision of some of our services.

The details have still to be worked out and communicated to us.

As soon as we know how this will affect any of the services we currently offer, or any new services, we will let our patients know.

When practice staff need to contact you by phone

For reasons of confidentiality our staff are not allowed to announce who they are, where they are ringing from, or leave a message, until they know that they are talking to the correct patient. This can be frustrating for everyone involved and can cause delays when the person answering the phone then refuses to put the call through to the patient, or advise when they may be available to take the call.

Is it quite possible that the patient has not advised their family members that they have visited the GP and are waiting for a result or notification of a referral and do not wish for their family to know at the time. Therefore it is essential that our staff respect that confidentiality and indeed it is a disciplinary offence if they do not comply with this requirement.

To avoid this type of problem patients can authorise another member of their family to speak on their behalf and this can be arranged by completing and signing, (in front of a witness), an Authority for Access form.

Once received, an alert can be placed on your notes so that staff are aware that, going forward, they can talk to that person if you, the patient, is unavailable..

If you expect to receive regular calls from the practice then we would urge you to consider completing one of these forms so that ongoing contact is that much easier.

DID YOU KNOW?

We answer between 4,500 and 7,500 telephone calls per week.

To avoid waiting in a queue – register for 24 hour Patient Access (which allows on-line booking of appointments and repeat prescriptions) and book appointments at your own convenience

FLU SEASON

The last couple of weeks of January and early February are often the weeks when we see the highest rate of flu related illness. If you are over 64 years of age. or have an eligible chronic disease, and have not yet had your flu vaccination then please do book in as quickly as possible.

PNEUMOCOCCAL VACCINES

Further stocks of these are now available for those patients who are eligible but have been unable to book due to recent supply problems