

ASHBURN MEDICAL CENTRE

NEWSLETTER

CONGRATULATIONS

Congratulations to Dr Helen Parry who is expecting her 2nd baby in August. She will be going on maternity leave mid July. We are in the process of trying to secure locum cover during Dr Parry's maternity leave.

Congratulations also to Dr Emma Seebar who joins us on 11th May. Dr Seebar replaces Dr Toft, and she will work 6 sessions a week.

ONLINE PRESCRIPTION REQUESTS

If you are registered for on-line access you can order repeat prescriptions (as well as book appointments) via www.ashburnmedicalcentre.nhs.uk.

Ask about on-line access at reception.



PRACTICE SURVEY & FRIENDS & FAMILY TEST

Many thanks to everyone who took part in our practice survey this month. All comments have been taken on board and where possible action taken.

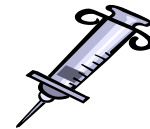
The results showed that 100% were satisfied with our service overall. The full survey responses, results and action plan can be viewed on our website: www.ashburnmedicalcentre.nhs.uk

Friends & Family

How likely are you to recommend our service to friends and family if they needed care or treatment ?

| | Jan | Feb | Mar |
|----------------------------|-----|-----|-----|
| Extremely Likely | 52% | 77% | 67% |
| Likely | 22% | 15% | 37% |
| Neither Likely or Unlikely | 11% | 8% | - |
| Unlikely | 8% | - | - |
| Extremely Unlikely | 7% | - | - |

TRAVEL VACCINES



It is almost time for our summer holidays, have you booked in for your travel vacs?

If you are going to any high risk countries you may need vaccinations before you travel. You should leave at least 4 weeks from vaccination to travel date otherwise you may not have full immunity.

SUMMARY CARE RECORD & PATIENT ON-LINE

Your summary care record will be uploaded to the national spine. This information will consist of your medications, allergies and adverse reactions and only be accessed by an authorised health professional, but only with your permission eg if you are admitted to hospital. You can view this information if you are registered with us for on-line access. Please let us know if you wish to opt out.

PATIENT PANEL : Would you like to be part of our Patient Panel., to help drive forward changes in the practice. We need members from every ethnicity and walk of life. We meet at the surgery on the last Wednesday of every other month. Next meeting is Wednesday 27h May at 5.30pm. We also meet up for social events. If you would like to come along or know anyone who might be interested please leave details at reception.

CARERS : Do you help look after someone on a regular basis with chronic physical or mental health problems, or someone who abuses drugs / alcohol. Are you a young person between 5-25yrs of age who looks after mam, dad or brothers & sisters? We would really like you to let us know. We can make sure you get the help and support you need. We offer annual health checks and flu vaccinations. Next time you're in surgery ask for one of our Carers information packs. Would you like to join our patient panel? If so please leave your contact details at reception.

SURGERY OPENING TIMES

Monday, Tuesday, Friday : 8.00am – 6.00pm
Wednesday : 8.00am – 8.00pm
Thursdays : 8.00am – 6.00pm

Please note: The late Wednesday evening surgery 6.30pm–7.45pm is intended for patients who cannot otherwise attend normal surgery hours.

The GPs will not do house calls after late evening surgery. Requests for house calls during this time will have to go through Primecare. Alternatively, patients can also attend one of the new Primary Care Centres in Grindon Lane or Bunny Hill.

AUTOMATED CHECK-IN: if you have any problems using this to book in our receptionists will be happy to help you.

MEDICAL STUDENTS : Ashburn Medical Centre is a Teaching practice and medical students may be present during your consultation. If you do not wish a student to be present please let the reception staff know.

VACCINATIONS

Pneumonia vaccinations: These vaccinations are free and are available to all patients aged 65 and over. Normally only one injection is required.

Travel vaccinations: If you require a travel vaccination please allow at least one month in advance of your travel to see the nurse. Please do not ask for emergency appointments for travel vaccines. If you have less than 4 weeks to travel we might not be able to honour your request for an appointment.

TEST REQUESTS : Most test results are normally back within 48-72 hours. You will be told by your doctor on how to access your results.

EXISTING CLINICS & SERVICES (Nurses appointments are available all day Monday – Friday)

| | | | |
|---------------------------|-----------------------|-------------------|-----------------|
| Asthma / COPD | Blood Pressure Checks | Childhood Imms | Cervical Smears |
| Diabetes | Heart Disease | Minor Injuries | Minor Surgery |
| Pre & Post- Natal care | Family Planning | Smoking Cessation | Vacc & Imms |
| Warfarin Monitoring (INR) | Weight Management | | |

PRESCRIPTIONS

Don't forget to allow at least 2 working days for repeat prescriptions and allow extra time for bank holidays. To order a repeat prescription over the phone please ring 0191 5671035 after 2pm if possible.

LATE ATTENDEES

Anyone more than 10 minutes late for their appointment **MIGHT NOT** be seen. On these occasions patients will only be seen at the discretion of the GP/Nurse.

FAIL TO ATTENDS : If you are unable to attend for your appointment please let us know. We are still experiencing a high number of patents who fail to attend and patients genuinely in need of medical care and attention have been prevented from getting appointment.

“ Patients who persistently fail to attend their appointments or who display aggressive/violent behaviour will be removed from the panel “

DO WE HAVE YOUR CORRECT ADDRESS & TELEPHONE NUMBER :

If you have recently moved house or changed your telephone number then please let us know !!!

***** ZERO TOLERANCE *****

The practice operates a zero tolerance policy for violent and aggressive behaviour.