

NEW PATIENTS WELCOME

******* PRACTICE NEWS *******

Welcome back to Dr Parry from maternity leave. We are all pleased to see her back.

Sue Colden, our Nurse Practitioner is leaving end of June. She will be greatly missed but has managed to get a post nearer to home.

Care Quality Commission (CQC) After several unsuccessful attempts we have finally managed to add Dr Dixit to our CQC registration as our 3rd Partner.

Evening Surgeries : We no longer hold a Wednesday evening surgery. This action has been taken following the results of our patient survey and also due to the difficulty in re-providing these during times of holiday/sickness. We now open Tues,Wed, Thurs & Fri from 7.30am for appointments provided by a GP / Nurse / HCA.

PRACTICE SURVEY & FRIENDS & FAMILY TEST

Many thanks to everyone who took part in our practice survey during Feb 16. All comments have been taken on board and where possible action taken.

The results showed that 93% 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 ?

	Apr	May
Extremely Likely	60%	40%
Likely	40%	60%
Neither Likely/ Unlikely	-	-
Unlikely	-	-
Extremely Unlikely	-	-

Young People's 13 – 16 : Drop In Friday 4.30 – 5.30pm

Are you between 13 – 16 yrs old? Got something on your mind? A worry or problem you feel you can't share with any of your friends or family ? Why not pop in to see Linda, our Practice Nurse. She will be able to advise with any problems which will be treated confidentially . Remember a problem shared is a problem halved !

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. 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.

SAFE PLACES

We are a nominated Safe Place for people with Learning Disabilities. If you are in the vicinity and need help please let us know.

SURGERY OPENING TIMES

Monday 8.00am– 6.00pm

Tuesday, - Friday : 7.30am – 6.00pm

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.

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

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 patients 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.