

Gosford Hill Medical Centre



News Letter

Summer 2011, Issue 6

WELCOME

Welcome to the Gosford Hill Medical Centre news letter. The practice has made a few changes and we hope to keep you up to date with these improvements and welcome any feed back from you with regards to improvements and anything else mentioned in this newsletter.



PNEUMOVAX

Just a little reminder to all those of you who are 65 years or older or are in one of the clinical risk groups and have not had your pneumonia vaccination, please give us a ring and our receptionists will be happy to take your details and arrange an appointment for you. **YOU ONLY NEED TO HAVE THIS VACCINATION ONCE.**

FLU CLINICS

We will be starting our flu clinics at the beginning of October. If you are 65 or over or are in one of the clinical at risk groups:-

Chronic Obstructive Pulmonary Disease

Chronic Heart Disease

Chronic Renal Disease

Chronic Liver Disease

Diabetes

Asplenia or dysfunction of the spleen

Immunosuppressed

Carer

Pregnant

Please phone to make an appointment.

THIS VACCINATION IS REQUIRED EVERY YEAR.

CHLAMYDIA TESTING

The practice now offers Chlamydia testing to male and female patients under the age of 25. Please enquire at reception for self-testing kit (you do not need a doctor or nurse appointment).

MEASLES

There has been a significant increase in the number of children contracting measles this year. If your child has missed having the combined Measles, Mumps and Rubella (MMR) injections and you would now like them to have them, please contact the surgery to make an appointment.

WHATS NEW?

We now offer an NHS Health Check to patients 40 -74 years old who have no pre-existing conditions. If you fulfil the criteria please contact the practice to make an appointment.

NEW STAFF

We would like to offer a warm welcome to a new member to the District Nursing team who joined us in the middle of June: -

Mrs Tracey Guttridge

FAREWELL

We would also like say farewell to Dr Melanie Strachan who will be leaving us at the beginning of August after six months undergoing General Practice training. We wish her well in her future endeavours.

SURGERY TELEPHONE NUMBERS

For appointments and general Enquiries please call **374242**.

For prescriptions and test results please call **374242 between 2pm and 6pm**.

For the district nurses please call **842618**. For the health visitor please call **373502**. Please leave a message on the Health Visitor's and District Nurse's phone if there is no answer and they will get back to you between 8.30am and 4.30pm Monday to Friday.

MISSED APPOINTMENTS

During the month of June 2011 **73** patients failed to attend for their booked appointments.

Whilst there may be perfectly valid reasons why they did not attend, the Practice is working hard to treat patients and deliver a high quality, patient-focussed service. The number of patients who do not attend their appointment results in wasted time and valuable resources.

Please telephone the surgery if you are unable to keep your appointment as someone else could use it – 374242.

TEXT MESSAGE REMINDERS

We now operate a system to send patients a reminder of their appointment time and date by text message to mobile telephones. If you would like to avail yourself of this service please complete the form at the reception desk.

UNUSED MEDICATION

Please be advised that we are unable to accept any unused medication it must be returned to the pharmacy for appropriate disposal.

The only exception is for medication that is still within date, unopened and is not a controlled drug. Which we can dispatch to a not for profit organisation that checks and sends the medication for use in Africa.

WE WANT YOUR VIEWS

If you have any comments or views to make about this news letter or anything else relating to the practice, please feel free to write them down and pop them in the red box on the wall near reception marked '**suggestions**'.

PATIENT REFERENCE GROUP

Patient Reference Group (PRG)

Would you like to have a say about the services that we provide for patients at Gosford Hill Medical Centre?

The surgery would like to hear your views.

We are aiming to set up a Patient Reference Group (PRG). We want this group to represent our overall practice population, in terms of age, sex, ethnicity and socioeconomic circumstances.

We plan to form a PRG and to use this group to agree areas of priority for the surgery. We will then arrange a patient survey and collate the views collected. Any findings will be discussed with the PRG and an action plan will be agreed. We will publicise the action plan and its subsequent implementation. This process will occur annually.

Please leave your e mail details/contact number on a contact form. This will allow us to contact you every now and again to ask you a question or two.

Contact forms are available via our web site, from reception and on the back of the leaflets about the PRG that are available in the waiting area.

Ref www.napp.org.uk (National Association of Patient Participation Groups)