

WEST MOORS GROUP PRACTICE

AUTUMN 2007 NEWSLETTER

Please note that you can also find this newsletter on our website which can be found at www.wmgp.org.uk

FLU

All patients aged 65 and over and those that fall into the disease areas shown on the posters in the waiting room qualify for a free flu immunisation.

Please make sure you make your appointment with our Receptionists before you leave the surgery for your flu immunisation.

PATIENT QUESTIONNAIRES

It is that time of year again when we like to ask our patients about the service that they receive when they visit our practice. All results to the questionnaires are analysed and discussed with the team to see where we can make improvements to the service. Please may we ask you to take time to complete one of the questionnaires whilst you are in the waiting room. You can remain totally anonymous we do not ask for names.

DR JON LADD RETIREMENT

Dr Ladd has now officially retired from full time practice although he is working with us for the next few months on a Monday only.

He would like to extend his thanks to all those patients who sent in good luck messages and cards to him.

NEW WEB SITE

Our new web site has had a good response. New patients can now register on line, order their repeat prescriptions or make an online appointment using the 'EMIS Access' facility.

The online booking system has been in operation since April 2007 and patients are finding it easy to

If you have access to the web it is possible for you to register for 'online access'. This does **not** mean that if you cannot access a computer you will have difficulty in obtaining an appointment - we will still have appointments available in the usual way.

However if you would like to book an appointment on line the computer will select 4 random appointments from each Doctor's surgery which may be booked. Once you have entered all the details your appointment will be booked at the surgery.

You will need to register first with a login name and password. Please ask the Receptionists if you are interested in this service and they will supply you with instructions for setting up your log in details.

This service is only available for Doctors appointments.

THE TRACKER SYSTEM

Our Tracker system is now up and running and is proving to be a very valuable service to our patients. We have identified many of our patients who are carers and have been able to offer them support and have found that we have been able to offer useful information to patients who were not aware of certain services that were available to them.

If you would like details of The Tracker System then please ask for a leaflet or speak to Jane Songhurst our Healthcare Assistant or one of the Practice Nurses.

NOTICES

Please note the surgery will be closed at lunchtime on Tuesday 20th November 2007 for staff training. This will be from 12.30 – 2.00pm.

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CAR PARKING

We would like to remind patients again about car parking in the car park. There is very limited parking in the car park and some patients have been parking in the Doctor's named spaces. This causes delays for the Doctors who may be out on visits and cannot get back into their car parking space. Free parking is available in Farm Road. Your co-operation in this regard will be greatly appreciated.

PRESCRIPTIONS

Most repeat medicines are issued on a 28 day basis however if new medicines are introduced or there may have been a different quantity prescribed the medicines often run out at different times causing patients to have to make several different requests. If you have to request your medicines separately can you please write on your form the amount of tablets you require to synchronise your medication into one repeat request. This helps us to provide a more efficient and speedy service in issuing repeats. Please also advise us if there is medication on your repeat prescription that is no longer required.

SMOKING

We would like to advise our patients that they can also obtain smokestop advice from Moors Pharmacy. Mr Chiari is experienced in offering support for those people wishing to give up smoking. If you would like some help to give up smoking then please call into the chemist where they will be happy to advise.

APPOINTMENTS

Are you aware that we have a branch and main surgery? If we do not have an appointment available at your usual surgery then please telephone the other surgery where we may be able to offer an alternative appointment.

If you are using EMIS Access our online booking system then you are able to book at either surgery from the web site.

APPOINTMENT AVAILABILITY

If we do not have available appointments at West Moors or Three Legged Cross for the time that you wish it is permissible to telephone the other surgery to see if they have any availability.

As the surgery is completely computerised your medical records can be accessed by a GP from either branch.

Please note however that you will be required to telephone the relevant surgery to ask for your appointment.

West Moors 01202 872545

Three Legged Cross 01202 813311