

WEST MOORS GROUP PRACTICE

SPRING 2010 NEWSLETTER



WAITING ROOM INFORMATION SCREEN

The waiting room information screen is being changed over to a new provider. The existing equipment will be removed on 1st April 2010 and at the time of writing we are still awaiting an installation date for the new one.

The new provider screen will provide information around health issues and lifestyle advice and the practice will be able to display relevant information about our direct services.

DR GUNPUTH

We are pleased to advise that Dr Gunpath will be returning to work during the month of April and will be working on a Tuesday and Thursday each week. She will be working at West Moors and at Three Legged Cross.

PRACTICE INFORMATION BOOKLET

We are waiting with anticipation for our new Practice Information Booklet which is now at the printers. We should be in receipt of it during May so if you would like an up to date copy please ask at Reception.

CAR PARKING

Our trial car parking at West Moors has been a success and although there are only an extra four spaces it has made access easier for patients. We would ask however that you only use the spaces for attending your appointment at the surgery and not leave your car whilst you go and do shopping. This will help the flow of patients in and out of the surgery.

APPOINTMENTS AT BOTH SURGERIES

As previously advised you can be seen at either West Moors or Three Legged Cross surgeries although we cannot dispense from Three Legged Cross to our West Moors patients due to pharmacy regulations.

Parking is much easier at the branch site and some of our patients now prefer to be seen there.

We would please remind you however to check carefully where your appointment is as we have had several occasions where patients have turned up at the wrong location.

SWINE FLU

We are now coming to the end of our swine flu campaign for those patients that are in the 'at risk' categories. If you fall within this criteria and would still like to be immunised we will be holding vaccine until the beginning of April.

The swine flu national telephone line has now been 'stepped down' and if you feel that you have symptoms of swine flu you should consult your GP, initially by telephone.

NEW COMPUTER SYSTEM

Over the next few months the practice will be embarking on a project to change over to a new computer system.

This will mean that our text messaging service will cease from the end of March and there will be some disruption to the on-line booking of appointments although we cannot yet advise when that will be.

The changeover timescale takes about 16 weeks from beginning to end (without any problems) so we do ask patients to bear with us as there

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may well be a little disruption during the changeover period.

We will keep you informed by newsletters, posters and our website www.wmgp.org.uk

STAFF CHANGES

We have welcomed a new Practice Nurse to West Moors nursing team. Natalie has joined us previously having worked in hospital.

We apologise to patients if there have been delays in obtaining some nursing procedure appointments. Natalie has been undertaking some additional training to enable her to adapt her skills into general practice.

We hope to be able to offer our full range of appointments very shortly.

CARER'S GROUP

We would like to remind carer's that we hold a dedicated social group on the first Wednesday of each month at the Brownie Hall in Ashurst Road to which all carer's are welcome to attend.

Please look at the dedicated Carer's Information Board in the waiting room for details or speak to one of the team.

COMPLAINTS

We always welcome feedback to the practice and look for ways we can improve our service.

However, if you feel that you have a complaint then please ask for a complaints leaflet which will give you details of how to complain. We hope however that we can resolve any issues prior to written complaints. Our Practice Manager is available by telephone or by appointment to assist you.

PATIENT SURVEY

The Government send out a quarterly survey to a selection of patients from each GP practice in the country asking for their opinion on a range of issues.

Patients are usually selected from those that have been referred to hospital via their practice.

The form is quite lengthy but it is important to the practice that it is returned with your opinion.

If you receive a form and would like some assistance completing it please ask at Reception and someone from our team will gladly help.

GIVING UP SMOKING

If you are a smoker and would like to give up you can be referred via your GP to a 'Stop Smoking Group' where you can receive full support along with patches/gum to assist.

Being part of a group support network gives you more chance of success.

If you would like details then please ask your GP or Practice Nurse when you next have an appointment.

FINALLY

Just a reminder to all patients – please allow two working days for processing repeat prescriptions.

Please also advise if you would like your prescription sent to your local pharmacy so that it can be collected at a time convenient to you.