

## Out of Hours Service

If you need medical advice at night, during the weekend or on a Bank Holiday please call 111. Trained staff will direct your call to the appropriate service. For more information on this service visit the NHS111 website — [www.nhs.uk/111](http://www.nhs.uk/111)

Please note this service is provided countywide by NHS Lincolnshire.

If you think you or someone else may be having a heart attack, stroke or breathing difficulties where life is in danger, **telephone 999** immediately.

## Practice Website

**[WWW.MUNROMEDICALCENTRE.CO.UK](http://WWW.MUNROMEDICALCENTRE.CO.UK)**

In addition to all the information you'll need about the Practice and its services including the new 'self help' section, you can register to be able to book appointments with your usual GP and request repeat prescriptions.

To register just bring one of the following into the surgery:

1 x Photo ID, e.g. passport or driving licence

Or

1 x Document with your full name and postal address, e.g. utility bill

## Future newsletters and contacting the Patient Group (PG)

Anything else you would like to see in this newsletter or you wish to raise with the Patient Group?

Send your ideas to:

[pgcomments.mmc@nhs.net](mailto:pgcomments.mmc@nhs.net)

Or contact us via our Facebook page (MMC Patient Group)

or write to the PG at the Practice address

Please note that the PG is unable to respond to complaints. Please contact the reception desk and ask for a copy of the complaints procedure or ask to speak to the Practice Manager. The PG cannot deal with patient specific issues and do not have access to medical records.



# Munro Medical Centre

Surgery 01775 715 999

Test Results 01775 715 995

Dispensary 01775 715 996

## MARCH 2018 NEWSLETTER

### \*\*\* Patient Survey Results \*\*\*

Thank you to all patients who have completed the survey that we ran throughout December and January. Your feedback helps us to ensure the Practice is meeting your needs as much as possible.

As there isn't enough room here to publish the full results this newsletter will focus on actions and explanation to points raised. The full results can be downloaded from the Practice website and Patient Group Facebook page (see back page for details).

### Toilets

Work is currently underway to refurbish the toilets in the foyer. This includes new flooring that will be easier to keep clean and installation of hand dryers to replace paper towels.

### Car Parking

Contractors will be soon assessing the grounds to see if it is feasible to squeeze in a few more spaces. Unfortunately with the space available and the growing number of patients there cannot be a complete solution to this problem. The Practice has previously investigated the possibility of acquiring the grassed area opposite the surgery but due to the presence of mains services in that area it is not possible.

The bump leading into the carpark is a Highways planning requirement to slow down traffic due to the presence of the fire station. However contractors are being asked to see if the bump can be made less severe without contravening Highways requirements.

## Choice of doctor

We recognise that sometimes a patient will be more comfortable discussing their symptoms with only a male or female doctor. The Practice will do everything possible to accommodate a request such as this but sometimes a compromise may be needed. For example, if a female GP is not available then an appointment will be offered with a female Nurse Practitioner who will then be able to discuss symptoms with a male GP. This may make the appointment longer than normal but it will ensure you are seen as quickly as possible.

## Why do I have to tell the Receptionist my problem?

Our objective is to ensure you are seen as quickly as possible and to be able to do this our receptionists need an idea of your symptoms. Our receptionists have received basic training in medical terminology to be able to place you with the soonest available and most appropriate healthcare professional. There is no need for you to go into any detail that you may be uncomfortable giving, for example, you can say 'I have a rash' there is no need to be any more specific.

**The receptionist is trying to help you, they are not being nosy or intrusive.**

All our receptionists are bound by the same level of patient confidentiality as the healthcare staff.

## Confidentiality

Whether you are ringing the surgery for an appointment or for test results, all phone calls are answered by staff in the 'back office'. No phone conversations take place where they may be overheard by anyone in the public areas.

If you wish to discuss a matter away from the reception desk please tell the receptionist.

## Changes to medication

Sometimes we are instructed to change a brand of medication by the South Lincolnshire Clinical Commissioning Group. Due to the frequency and number of patients affected, we cannot provide individual notifications or explanation but a message will be put on the next repeat prescription you receive. If you want to discuss the change further then please contact the surgery.

## Test Results

You will no longer be contacted if results such as x-rays, smears and blood tests are normal.

We WILL contact you should any of these show anything abnormal.

If you wish to enquire about a result you may still do so by calling our results line on 01775 715995. This line is open from 1pm-3pm Monday, Tuesday, Thursday and Friday and 1.30pm-3pm on Wednesdays.

## Waiting Areas

Damaged chairs in the Blue area are in the process of being replaced. Higher chairs with arms are being purchased. Magazines will be returning soon.

We recognise that the Blue area can get congested at times. We are looking at providing more seating and also a way of only asking patients to move to the Blue area from the main waiting area shortly before their appointment.

Updates to these actions will be in future newsletters and announced on our Facebook page. If you wish to contact the Patient Group about the survey or any other issues our details are on the back page.

## GP News

Dr Targett will be remaining with the Practice as an Associate General Practitioner.

A part time .....

Dr Amna Farrukh will be joining us as a full time GP in August.

## Repeat Prescriptions

In January, NHS England removed the ability for repeat prescriptions to be requested by pharmacies. However if a patient is elderly, frail or vulnerable and these revised arrangements will cause difficulties in medication being obtained then it is possible to be granted a waiver that allows repeat prescriptions to continue to be requested via a pharmacy. If you, or someone you care for, falls into this category please contact the surgery.