

Surgery 01775 715 999

Test Results 01775 715 995

Dispensary 01775 715 996

AUTUMN 2013 NEWSLETTER

Welcome to the Autumn edition of the Munro Medical Centre Newsletter produced jointly by the Practice and the Patient Reference Group. Don't forget, previous newsletters can be downloaded from the Practice website under the 'News' tab.

GP News

Congratulations to Dr Ulla who had a baby girl in early September.

Dr David O'Brien has joined the Practice to cover Dr Ulla's patients while she is on maternity leave.

Dr Purbey will leave the Practice at the end of September. She will be replaced by Dr Jeannette Clayton, who will join the Practice in November. Locums will be used in the meantime to maintain GP cover.

Two new Registrar GPs will join the Practice in December.

2013 Flu Days—Adults & Children

This year's Flu jab sessions for eligible patients will be held on Saturdays 5th and 26th October. If you are in any doubt whether you are eligible please check with the surgery before the clinics are held.

Flu vaccinations for 2 & 3 year olds will take place on the afternoon of Saturday 5th October. All eligible children will receive an invitation. The children's vaccination is given via drops in the nose.

Shingles Vaccinations

The Department of Health in conjunction with the NHS are commencing a vaccination programme for 70 and 79 year olds. There is no need to contact us as all eligible patients will receive a letter with details of when the vaccination clinics will be held.

CallConnect

CallConnect is a unique bus service whose timetable is not fixed but responds to passenger requests. This means its routes are different each day depending on the bookings made by passengers. There are CallConnect services operating throughout Lincolnshire and the service is designed to improve transport opportunities in rural communities and around Spalding. (Town journeys within Spalding are available to those not able to use the Into Town bus service due to a disability or mobility impairment).

How do I book a journey?

You can book a CallConnect journey by calling the booking team on **0845 234 3344** and you can also book online or by SMS Text message. You can make a booking up to seven days in advance and you can also request same-day journeys but please give a minimum of one hour's notice. All bookings are subject to availability.

Fares

The amount you pay to travel depends on your journey. Each service area is divided into zones – the further you travel, the more you pay.

If you hold a valid concessionary bus pass due to age or disability, you can use it on CallConnect buses.

Need a little help?

Home pick-ups are available to those who have a disability, mobility impairment or live in an isolated location (please ask for details). Vehicles are also fitted with low-floor steps and tail-lifts to ensure they are as easy as possible for everyone to use, including wheelchair users.

Opening and Operating Times

CallConnect operates 7am-7pm, Monday-Saturday. Details of any local variations are available from the booking office.

The booking office is open from 8.30am-7pm, Monday-Friday; 8.30am-5pm on Saturday; and closed Sundays and Bank Holidays.

For more information

Call the booking team on **0845 234 3344** or visit the website at www.lincsinterconnect.com.

Entrance Doors Update

Progress on the automatic opener for the first door has been delayed by a couple of technical issues.

2013/14 Patient Survey

This year's survey will be launched in October. We would like as many of you as possible to complete this to help us measure Practice performance. The survey will be accessible on the Practice website. A link will be texted to those patients who have opted into SMS. Printed copies will also be available from Reception.

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

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.

Missed Appointments

Our objective is to provide the best service we can for our patients but we need patients' co-operation to do this. Wasting appointments impedes our ability to see all the patients who need consultations. If you need to cancel an appointment we would be grateful if you could notify reception in good time to allow your appointment to be given to another patient.



In the period January to June 2013 -

1701 appointments were missed,

Costing **337** hours of medical staff time.

Remember, it might be YOU that needs an urgent appointment.

Same Day Appointments Triage System

If you require a same day appointment you will usually be added to a telephone triage list. If you can give as much information as possible to the person taking your call, we can ensure your call is routed to the most appropriate person to call you back.

Call backs are usually made within an hour but can be longer at peak times such as Monday mornings or if staff are required for an emergency.

A trained nurse will call you back to discuss the problem you are presenting with. The outcome of this may not require an immediate appointment or possibly no appointment at all.

Practice Website

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 Reference Group (PRG)

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

Send your ideas to:

prg_comments@munromedicalcentre.co.uk

or write to the PRG at the Practice address

Please note that the PRG 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 PRG cannot deal with patient specific issues and do not have access to medical records.