

Surgery 01775 715 999

Test Results 01775 715 995

Dispensary 01775 715 996

SUMMER 2015 NEWSLETTER

Welcome to the Summer 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

Dr Maulvi has joined the Practice for the next few months and will be seeing Dr Williams' patients.

In-House Physiotherapist

We now have an in-house Physiotherapist at the Practice. Referral can be made via a GP or Nurse. They also offer acupuncture if, after an assessment, they think it would be beneficial. Patients are generally offered an appointment within 2 weeks, although often this will be quicker.

Flu Clinics

We are now booking appointments for our flu clinics - Call our appointments line on 01775 715999 to book. Please note this is for eligible patients only. If you are unsure if you fall into this category please contact reception who will be happy to advise you.

We're now on Facebook

The Practice now has a Facebook page to get information out to patients even quicker. Keep up to date with healthcare news, vaccination schedules and other useful information. Find us at www.facebook.com/munromedicalcentre or scan the QR code.



Friends & Family Test

As part of our continuing improvement programme we ask patients if they would recommend the Practice to their friends and family if they were looking for a doctor in this area.

The table below shows the last three month's totals of 'Extremely Likely' and 'Likely' responses. Full results can be found on the Practice website homepage.

May (14 responses)	100%
June (52 responses)	91%
July (85 responses)	85%

South Holland Parish Voluntary Car Service

(Regd. Charity 1139571)

The SHPVCS provides a safe and reliable method of transport for those unable to use other methods due to age and/or disability. Its voluntary drivers cover 11 towns and villages in the South Holland area. The cost of a trip is 35p per mile subject to a minimum charge of £4. If you would like more information or to book a trip please contact the Manager for your town/village shown below:

Parish	Manager	Telephone
Holbeach	Mrs M Venni	01406 422791
Sutton Bridge	Mrs M Shortland	01406 350092
Long Sutton/Gedney/Lutton	Mrs S Kazombiaze	01406 366820
Moulton/Weston/Whaplode	Mrs P Preston	01775 719290
Spalding/Cowbit 0900-1200 & 1400-1600	Mrs I Landen	01775 766085
Crowland Cares	Mrs M Stanhope	01733 211797

If you are interested in being a volunteer driver please email greggreene2003@yahoo.co.uk or call 01775 630144.



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 May to July 2015 -

776 appointments were missed,

Costing over 165 hours of medical staff time.

With an ever increasing demand for healthcare it is critical that this service is used fairly. If you register your mobile number then you will get a text reminder the day before your appointment.

Next time you hear someone complain that they can't get a quick appointment, let them know about these shocking statistics.

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

Self Check-in Screen

The faulty screen has now been replaced with a new model. This takes up less room so will ease congestion at the reception desk at busy times.

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.

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.