

Surgery 01775 715 999

Test Results 01775 715 995

Dispensary 01775 715 996

## WINTER 2013/14 NEWSLETTER

Happy New Year and welcome to the Winter 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 Ulla, who is currently on maternity leave, will leave the Practice at the end of March. A permanent replacement GP is being recruited.

Registrar GPs — Drs Obi and Sadiku have joined the Practice for 4 months. Dr Ayla Atun has also joined the Practice for 12 months.

### **2013/14 Patient Survey**

Many thanks to everyone who took part in the survey. The full results and actions will be published on the Practice website in early February on [www.munromedicalcentre.co.uk/prg.php](http://www.munromedicalcentre.co.uk/prg.php).

### **2013 Flu Days**

Up to the end of December 4674 vaccinations have been given. Its still not too late if you haven't had yours, contact Reception for an appointment.

During the 2 Saturday clinics, £1166 was raised by the raffle and refreshments. This money is used to purchase additional equipment for the Practice.

We would like to thank the patients, PRG members, MMC staff and Tulip Radio for supporting the flu campaign.

## Missed Appointments

The number of missed appointments from July to December has unfortunately continued to increase. During the last 6 months of the year, **1845** appointments were missed which represents **373** hours.

For the whole of 2013, **3546** appointments have been missed which represents **710** hours of medical staff time.

We all make mistakes. Please ring the medical centre on 01775 715 999 if you fail to attend an appointment and we will make a record of the reason why. We review patients who do not attend regularly and reserve the right to remove a patient from the list who fails to attend at least two appointments in a year without reasonable explanation.

If you have a mobile phone registered with us, we will automatically send you an SMS Text message appointment confirmation when an appointment is booked for you, and will remind you the day before the appointment to help jog your memory. If you do not want us to do this, please let us know either next time you're in the surgery, or by calling us on 01775 715 999.

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

## Repeat Prescriptions

Avoid a special trip just to drop in your repeat prescription request by registering for online access. See the back page for details of how to do this.

## Car Park

The lines in the car park will be renewed during February (weather permitting!). Whilst this will not increase the number of spaces hopefully it will encourage more efficient use of the available spaces.

We have looked at using the space between the surgery and pharmacy for more parking spaces but due to the presence of drains this land cannot be used.

## **Entrance Doors Update**

The automated door plans have now been finalised.

We are pleased to say that as well as the main door being replaced by a fully automated sliding door, the internal lobby door will also have push button electric doors and the double doors into the clinical corridor will be power assisted to make access easier. Subject to a final survey we are expecting work on these to be completed by the Spring.

## **Healthwatch Lincolnshire Have Your Say on Health & Care**

Healthwatch Lincolnshire is an independent organisation commissioned by the county council offering everyone the chance to speak up about local health and care services. It wants to hear about your positive and negative experiences. All healthcare services are covered such as NHS dentists, GPs, medical centres, care homes, day centres, hospitals, ambulance services, home care support and specialist care. Every report will be treated confidentially with all issues of concern raised with key local and national decision makers.

Healthwatch can be contacted by the following methods:

- ◆ [www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)
- ◆ Email [info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)
- ◆ Telephone 01205 820892
- ◆ Post/visit Unit 12, 1-2 North End Swineshead, PE20 3LR

## **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.

## **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](mailto: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.