

Moordown Medical Centre- Newsletter

Issue 2- SEPTEMBER 2019

Welcome to issue 2 of our newsletter. This is also available on our website.

www.moordownmedicalcentre.co.uk

STAFFING NEWS

We are excited to inform you that Dr Azeez has joined the practice as our GP Registrar. She is a fully qualified doctor now undertaking her GP training with us for approximately a year.

DNA's (Did not attend)/Missed Appointments

Please help us to help you by cancelling any unwanted appointments as we can always use them for other patients. This helps reduce our workload, saves money and reduces waiting times.

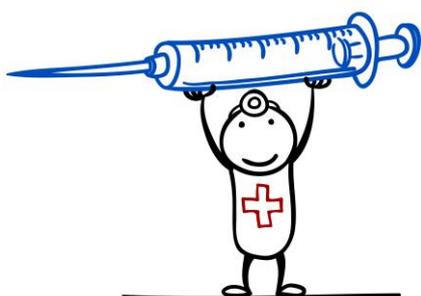
Our text message reminder service allows patients to text back the word CANCEL to cancel booked appointments. Please ensure that we have the correct mobile number for you, and you have consented for us to send you reminders. This will help improve appointment availability. Please remember to only reply with the word CANCEL as anything else will not cancel the appointment.

Waiting Times for appointments

Our focus is to ensure all our patients get the right care at the right time with the most appropriate health profession.

CARERS

We are currently reviewing our processes for Carers, particularly Young Carers. A young carer is anyone under the age of 18 who regularly helps to look after a member of their family, friend who is ill, disabled or has a history of drug or alcohol abuse. 1 in 3 Young Carers spend about 11-20 hours per week caring. Please let us know if you are a Young Carer or are cared for by a Young Carer so that we can offer additional support and information. Please inform any member of our Reception Team who will be able to sign-post you further.



FLU

It is that time of year and we have already started filling our flu clinics. The dates of our flu clinics are:

Friday 27th September from 2.40pm to 4.20pm

Saturday 28th September from 8.30am to 11.45am and Tuesday 1st October from 2.30pm to 5pm. More clinics, including Children's flu clinics will be added throughout the coming months.

Please call the surgery to make an appointment as these are not walk-in clinics.

Please do let us know if you don't wish to have a flu vaccination so we can update your records and don't keep asking you.

*****Please support your GP surgery and have your flu with us*****

STAFF TRAINING DATES- PRACTICE CLOSURE INFORMATION

The Practice is closed between 12pm and 2pm on the first Wednesday of every month. During this time, should you have an **urgent** problem, please contact 111. We re-open again at 2pm so 111 should only be used for urgent medical problems

The Practice undertakes 4 training sessions each year for staff, where the practice is closed during this time. Again, please contact 111 in the case of an URGENT medical problem. The dates of the next sessions are:

Thurs 24th October 1330pm-1630pm (re-opening at 16.30pm)
Tues 21st January 2020 1530pm-1830pm

PRESCRIPTION POLICY

Please help us to help you, save time and workload by requesting your prescriptions in a timely manner. We have been inundated recently with requests where patients have run out of their usual medications. The most efficient way of requesting your regular medications is through the online ordering facility. If you would like to access this facility, please contact a member of the Reception Team who will be able to provide you with a user name and password on proof of ID.

From Monday 2nd September, prescriptions will be strictly 72 hours from request. So, if you request your items on a Friday – they will not be ready until the following Wednesday. We have had to implement this policy as our list size has significantly increased and this has impacted on our workload.

HEALTH COACH SERVICE

In May, welcomed the arrival of our new Health Coach, Sadly, Adele is moving on to pastures new, but she will be replaced by Johnathan Williams. Our health coach can help people with health conditions to feel more confident, and have lots of experience talking about a whole range of subjects:

- - managing pain and fatigue
- - preparing for appointments
- - accessing information to understand conditions and treatments
- - feeling more confident getting out and about
- - building a network of support around you
- - accepting and coming to terms with having a health condition

If you feel you would benefit from this service, please contact any member of the team.

Patient Involvement

Patient feedback is essential, and we welcome all your feedback, good and bad, to help us to improve our service to you. This can be done by taking our Friends and Family Test, by visiting our website and filling out the short survey or complete a survey when you next attend the surgery.

We are also looking to increase the number of members in our Patient Participation Group. If you think you have some spare time to answer a few questions or complete a short survey. Please email Moordown.patients@dorset.nhs.uk expressing your interest.

