

MAYFORD HOUSE SURGERY

<http://mayfordhouse.co.uk/>

SPRING 2018 NEWSLETTER

CQC Inspection

The surgery was inspected by the Care Quality Commission in November 2017 and we are pleased to have received a "Good" rating. The full report can be found at on the CQC website (www.cqc.org.uk/) or via the practice website.

Practice Manager

Welcome to Anna Laing who joined us a practice manager in January 2018.

Flu Vaccines - Just a reminder that we still have flu vaccines available. Please enquire at reception.

3 before GP

The Royal College of General Practitioners has asked that patients follow "3 before GP". This refers to three steps patients should ask themselves before booking a GP appointment:

1. Can I manage this myself?
2. Can I use NHS Choices or similar reputable websites/resources?
3. Can I seek advice or treatment from a pharmacist?

These steps aim to try and reduce the pressure on the NHS as 27% of GP appointments are potentially avoidable. We would be grateful if patients could think about the alternative options for managing minor health problems. For further information please see the RCGP website www.rcgp.org.uk/

Patient Participation Group

The Patient Participation Group is looking for new members. The principal of the Patient Participation Group is to give patients, GPs and practice staff the opportunity to meet, to exchange ideas and information, and then take action. This is a group of patients who wish to become more involved in practice decision making, support the practice and facilitate communications between the patients and the practice team. Our group's activities help influence the operational side of the practice and are a useful tool in keeping patients informed of any changes taking place in the NHS.

Please contact Paul Cornfoot on 07979 248316, or alternatively e-mail, mayfordhouseppg@gmail.com, to register your interest.

Online services - we would like to encourage you to enquire about GP on line services at Mayford House. The reception staff will be able to help you with this. All you need to bring along is a form of photo ID and a utility bill. This service will enable you to book appointments and order repeat prescriptions on line and at your own convenience.

Appointments - we would like to remind all our patients that we do offer pre-bookable appointments. For the GPs, you can still book some appointments up to 4 weeks in advance and for the nurses it is 5 weeks. If you would like a same day appointment, please telephone at or shortly after 8.00 am.

Repeat medication delivery service - please be reminded that we do offer a free delivery service for your repeat medications; ask at dispensary about this. If you come to collect your repeat medications from the surgery please feel free to order your next month's medications at the same time. You may find this more convenient and there should certainly not be any issues with having your medications ready in time.

Surgery Closure

The surgery will be closed all day on the following dates:

Friday 30th March 2018 (Good Friday)

Monday 2nd April 2018 (Easter Monday)

Monday 7th May 2018 (May Day Bank Holiday)

Monday 28th May 2018 (Spring Bank Holiday)

The surgery will be closed for staff training from 12.30 p.m. and for the rest of the day on the following dates:

Thursday 8th March 2018

Wednesday 27th June 2018

Please ensure that you order repeat medication in good time. If you require medical attention when the surgery is closed please telephone the NHS 111 service.