

Surgery	01775 715 999
Test Results	01775 715 995
Dispensary	01775 715 996

## WINTER 2015-16 NEWSLETTER

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.

### **A New Way of Working**

GP practices in the South of Lincolnshire have formed an alliance which will see us work more closely on the provision of services for our patients.

This new alliance will give those member practices taking part the opportunity to explore new and innovative ways of providing the highest quality safe care closer to our patient's home.

Patients at our practices will remain registered with us and with their own GP. Patients will see no change to the day to day care that they receive. It is anticipated, however, that one of the benefits to our patients will be the ability to access a wider range of services locally or even in their own home.

Potential initiatives being considered include extending GP opening hours and taking a more collaborative approach to weekend working. This could see our patients being able to access a GP not necessarily at this practice but at one of the other practices who are part of the alliance.

Continued...

## Practices within the alliance include:

Bourne Galletley Practice, Hereward Medical Centre, Abbeyview Surgery, The Deepings Practice, Littlebury Medical Centre, Gosberton Medical Centre, Moulton Medical Centre, Long Sutton Medical Group, Beechfield Medical Centre, Munro Medical Centre, Pennygate Surgery, Glenside Practice, Market Cross Surgery, Colsterworth and Sutterton.

As more details become available we will publish them in the surgery, on the website, Facebook page and this newsletter.

If you have any comments or thoughts on this or any other subject you can contact the Patient Reference Group by emailing

[prg\\_comments@munromedicalcentre.co.uk](mailto:prg_comments@munromedicalcentre.co.uk)

write to the PRG at the Practice address or

find us at [www.facebook.com/munromedicalcentre](http://www.facebook.com/munromedicalcentre) or scan the QR code.



## Friends & Family

Patients visiting the surgery are asked to complete a short questionnaire asking if they would recommend the Munro Surgery to their friends and family. The last quarter's result of Likely and Very Likely to Recommend responses are:

Month	Result	No. of Questionnaires
November	78%	70
December	86%	63
January	96%	76

## Automatic Doors



Due to problems with the previous semi-automatic system, the double doors from the waiting room to the consulting areas are now fully automated and will open as you approach them.



## 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 Nov to Jan 2016 -  
866 appointments were missed,  
Costing over 194 hours of medical staff time.

During 2015 a total of **3265** appointments were missed. Whilst this is a small reduction on 2013 and 2014 it still represents an average of 63 missed appointments per week.

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.

## Sharps Bin Disposal



The Practice is unable to accept sharps bins for disposal. They need to be taken to the South Holland District Council offices in Priory Road where there is a receptacle in the foyer. Please note that the council will not accept any sharps or needles that are not in a bin.

## **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.

## **Practice Website**

**[WWW.MUNROMEDICALCENTRE.CO.UK](http://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.