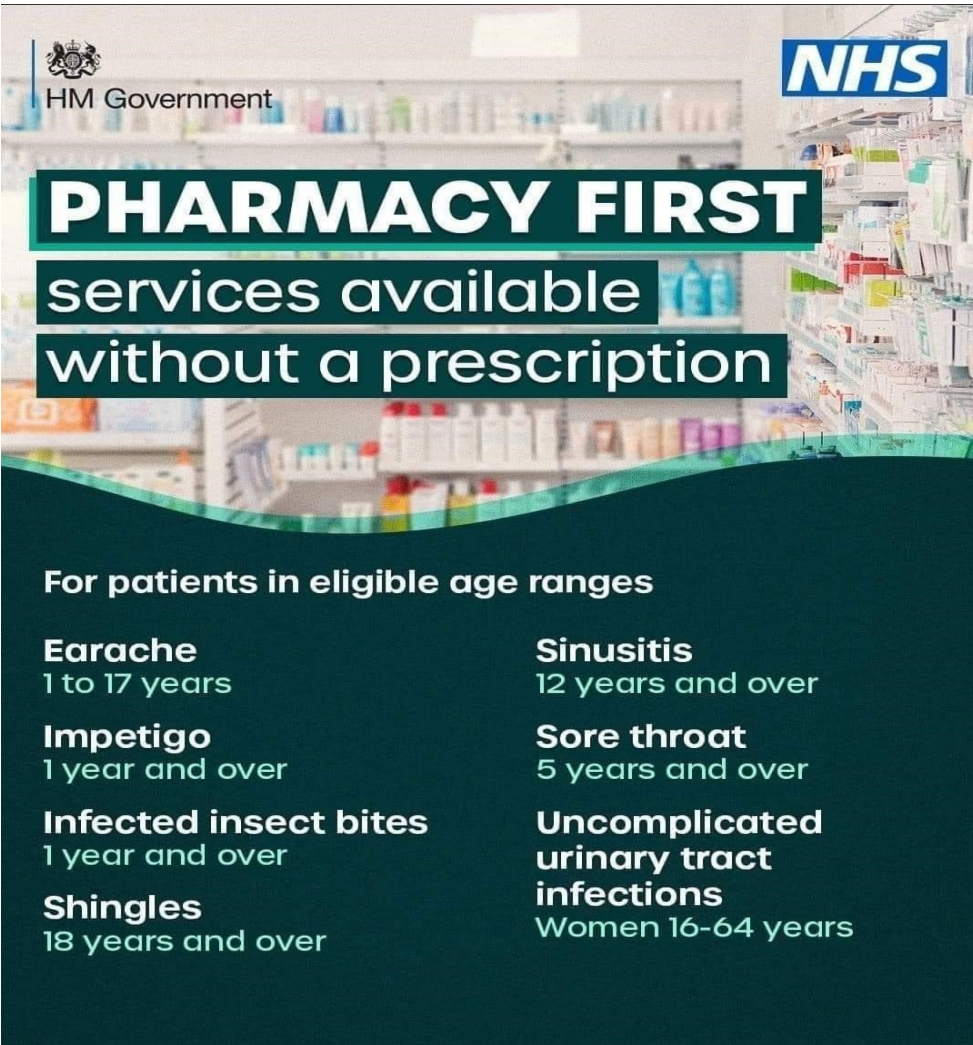


## **URGENT APPOINTMENTS**

If you need an **urgent /same day** appointment with a doctor, please contact the surgery when we open at **8:00am** and you will be offered our urgent telephone call back service. The receptionist will take your name, telephone number and a brief description of the problem and then will pass this on to the doctor. The doctor will call you back with advice and offer you an appointment if necessary. Please be aware that you may be asked to come to the surgery later in the morning.

## **Services available directly at the Pharmacy**



The advertisement features a background image of a pharmacy with shelves of medicine. In the top left corner, there is the HM Government logo and the text 'HM Government'. In the top right corner, there is the NHS logo. The main text is overlaid on a dark green background with white text. The text reads: 'PHARMACY FIRST services available without a prescription'. Below this, it says 'For patients in eligible age ranges' followed by a list of conditions and age groups.

HM Government

NHS

# PHARMACY FIRST

services available  
without a prescription

For patients in eligible age ranges

<b>Earache</b> 1 to 17 years	<b>Sinusitis</b> 12 years and over
<b>Impetigo</b> 1 year and over	<b>Sore throat</b> 5 years and over
<b>Infected insect bites</b> 1 year and over	<b>Uncomplicated urinary tract infections</b> Women 16-64 years
<b>Shingles</b> 18 years and over	

## ***Patient Participation Group Newsletter Spring 2024***

Welcome to our Patient Participation Group Spring newsletter. At last spring seems to have arrived! We have had a few false starts with the weather, one day it almost felt like summer with 16 to 17 degrees, the next, temperatures just above freezing. Hopefully it has settled down now and we can all enjoy the lighter nights, spring flowers and the sounds of the birds singing.

Since our last newsletter there have been a number of changes here at the practice, both with staff and procedures. Please read the newsletter for more information. Feel free to take a copy of this newsletter home to read.

*Pete Taylor (PPG Chair)*

Dr Rai passing on his thanks and best wishes for the future to Catherine and Wendy who have retired after many years devoted service to the Ruddinton Medical Centre. They have both been at the practice for over 30 years and will be sadly missed by everyone.



### **Other staff changes at the practice are as follows:**

We say goodbye to Andrea the phlebotomist who has moved on after many happy years at the practice. She will be fully replaced by our lovely Emma Baker. Also being replaced after her retirement is Catherine the Support Services Manager, her replacement is Janine Veitch who joined us at the beginning of the month.

Dr Schofield left before Christmas to spend more time with her family. We would like to thank both Andrea and Dr Schofield for their dedicated service over the years, and wish them all the best for the future.

We were joined in December by Dr Brodie and Dr Stott. I am very pleased to be able to tell you that Dr Stott became a partner at the practice as from 1st of April.

Carly Stewart (Practice Manager)



Two members of the PPG Rita Kirk and Pete Taylor, selling cakes to raise money for Children in Need.

Many thanks to patients who purchased treats after their appointments, and also a big thank you to our PPG members and also staff at the surgery for baking and providing the cakes. We managed to raise £120.00

### **New Phone System**

We have recently moved over to a new phone system at the practice. The new phone system is connected to our medical software which links telephone numbers to patient records, so we can often see who is calling. I think a few patients have been surprised that our reception team knew who was calling, I promise you we haven't turned psychic! It also allows our patients to request a call back from our reception team without waiting in a queue. We ask that patients please respect and adhere to the telephone prompts on the call and only ring for certain requests at specific times.

Appointments – **Please call from 8am**

Prescription Queries – **Please call after 10.30am**

General Enquiries — **Please call after 10.30am**

Test results – **Please call after 1.30pm**

### **Online Requests**

Did you know that you can contact the surgery via the NHS App? No need to pick up the phone or wait for the surgery to be open. Log on to our website for the link to the NHS app.

[theruddingtonmedicalcentre.co.uk](http://theruddingtonmedicalcentre.co.uk)

### **Using the NHS App you can:**

Order repeat prescriptions

- Send a non-urgent message/request to your surgery
- Book and manage appointments
- View your GP Health Record
- Book and manage Covid-19 vaccinations
- Get your NHS Covid Pass
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number