**HAWKESLEY MEDICAL PRACTICE**

 **SPRING NEWSLETTER 2023**

Welcome to our spring addition newsletter, we would like to start off by introducing the new members of our team.

Irina-Care coordinator joined us early November 2022.

Louise-Team leader joined us late November 2022.

**CARE COODINATOR ROLE**

We now have two care coordinators at our practice, here is a list of some of the jobs included in the role.

: Coordination of care for our patients in primary care.

: Cancer patient care.

: Bowel screening Results.

: Patient feedback.

: Recall of patients with longstanding conditions.

**ONLINE PATIENT ACCESS**

You can now register for patient access, if you download the NHS app, you will need to bring photo ID and your current email address. With the app you are able to see and book appointments, order your medication via the app which is quicker and more convenient.

**DID NOT ATTEND**

Between the months of January to March we had **318** patient’s DNA.

We understand how frustrating it is when a patient is unable to book an appointment, we also get frustrated when patients don’t turn up for an appointment. Remember if you can’t attend your arranged appointment please contact the practice to cancel. DON’T BE A DNA!!

**SPRING COVID BOOSTER**

It’s almost that time again for Covid Booster. We will be holding clinics in the practice during May/June, We will start sending invites out and start vaccinating our most vulnerable patients and over 75s, we will add names to out waiting list and call patients to book them in.

**PATIENT PARTICIPATION GROUP (PPG)**

As a practice we would like to invite our patients to our PPG meeting.

These meeting take place regularly and it gives our patients the opportunity to visit the practice and voice your views and ideas. We really appreciate your participation and opinions, your input is very important to us.

Our next meeting will be held on 12.07.23 13.30- 14.30 all welcome hope to see you there and share some ideas you may have.

**THE PRESCRIPTION ORDERING DEPARTMENT (THE POD)**

As our patients are aware the practice does not take medication request over the phone, to order your medication please call the POD on 01213680019 make sure you order your medication before you run out of medication as request can take up to 72 hours.

**BANK HOLIDAYS**

Just a reminder of upcoming bank holiday dates when the practice will be closed.

: Monday 29.5.23 (Late bank holiday)

: Monday 28.8.23 (summer bank holiday)

**PLEASE REMEMBER TO ORDER YOUR MEDICATION TO COVER YOU OVER THE BANK HOLIDAYS.**

**OUR CONTACT DETAILS AND OPENING HOURS**

Our contact number is 01214864200

 Our email address is hawkesleymedical.practice@nhs.net

Monday 8.30 - 6.30

Tuesday 8.30 - 6.30

Wednesday 8.30 - 6.30

Thursday 8.30 - 4.30

Friday 8.30 – 6.30

Saturday – Closed

Sunday – Closed

Bank holidays - Closed

Our phone lines open at 8.30 every day, they do close daily between

13.00 - 15.00

Our doors open at 9.00 every day.

**WHEN THE SURGERY IS CLOSED**

When our surgery is closed you can access another service.

Katie road walk in centre 01214152095 7 days a week 8-8

NHS 111- 7 days a week 24 hours a day

Your nearest A&E is The Queen Elizabeth Hospital 24hours a day