

Dr Jacobs Practice

SPRING NEWSLETTER 2025

SURGERY OPENING TIMES

MONDAY	08.00 to 18.30
TUESDAY	08.00 to 18.30
WEDNESDAY	08.00 to 18.30
THURSDAY	08.00 to 18.30
FRIDAY	08.00 to 18.30

We have Saturday clinics every 5th Saturday at the health centre.

For all **medical emergencies** outside normal opening hours please contact the NHS **111** service.

We are starting this newsletter with very sad news that Dr Uddin has decided to go onto pastures new and depart from the practice. We know this was a hard decision for him, but we wish him good luck with his future. In the meantime, we will have Dr Khan working with us from April on a Monday and Tuesday, many of you will know him. We will also have Dr Manzoor working with us on a Wednesday and a Thursday. We have also had Dr Moitra ad hoc, as she is a humanitarian aid GP, who some of you may have seen already. We want to reassure you that the same level of continuity of care will be given to our patients.



Friends and Family Test Results and actions:

You may have received a survey regarding the practice. These results are reviewed by the practice, and we update the patients of these results. See below the results and actions:

- *We are currently operating at 89% of patients rating our service as **very good** (this figure might alter slightly every month).*
- **Queueing at reception** - *if receptionists are busy, they are to ask for help from the admin team who will log into the phones so reception staff can clear the queue.*
- **Being ignored at reception** - *if receptionists are on the phone try to acknowledge patients waiting so they don't feel ignored / not been seen.*
- **Bring self-check-in back** - *unfortunately not possible due to cost of machine and annual maintenance fees.*
 - *If clinician running late reception to let patients know so they are aware there is a delay*
 - **Room direction signs** - *Kirsty has created better signage advising which rooms are where.*
- **HCA unable to get blood from patient** - *when booking with HCA reception to ask if they usually have any difficulty bleeding and if they do book with phlebotomist. Also, HCA to attend refresher training course.*

MISSED APPOINTMENTS

As you are aware the NHS is under a lot of pressure. Unfortunately, we get a lot of last-minute cancellations, which in some cases cannot be helped, but please be aware we can make some of these appointments into telephone consultations if needed. A lot of the time we cannot fill these appointments, so they become wasted appointments. We are also experiencing a lot of patients simply not turning up for their appointments which is also a waste of an appointment and money. We send out text reminders which we know helps but please try to remember to come to your appointment. Thank you for your cooperation.



SOCIAL PRESCRIBER

Social prescribing enables people to access support to improve their wellbeing. This can include providing access to community groups such as knit and natter, gardening, educational activities, and volunteering opportunities. As well as struggling with family life, caring responsibilities, support with diet and exercise, any issues with education, employment, and housing. Please ask the doctor, nurse, or receptionist to be referred.

DO WE HAVE YOUR E-MAIL ADDRESS AND UP TO DATE CONTACT DETAILS?



Please inform reception of your e-mail address, so we can provide you with on-line access, so you can:

- ❖ Make appointments
- ❖ Order medication
- ❖ View your medical record
- ❖ View test results



If you have young children or a baby, check out the Children and Family Wellbeing Service who offer a wide range of FREE groups. Find us on Facebook 'Chorley Family Hub'



BOOK YOUR APPOINTMENTS!

If you have been contacted by the Breast screening programme to attend breast screening but have not attended or need to change your appointment, contact the team on **01942 774752**

Similarly, if you have been contacted by the bowel cancer screening programme and you have not sent your kit back or have lost it you can contact them on **0800 707 60 60**



If you are over 40 and have been contacted by us about a CVD (cardiovascular disease) health check, you can call the surgery to book this. Part of this check involves assessing your individual CVD risk and advising you how to reduce it if necessary.

Thank you for reading our newsletter – if you would like to suggest anything that you would like to see on our newsletters, please contact the reception team to inform them.