

ASHBURN MEDICAL CENTRE NEWSLETTER

NEW PATIENTS WELCOME

***** PRACTICE NEWS *****

New Staff : Welcome to Louise Kelly, our new Senior Practice Nurse who started work with us on 8th Jan 19. We hope she enjoys working with us.

Leavers : Dr Parry resigned from the partnership on 31st December 2018, although she is staying with us for a while to help out with locum gp sessions. We wish her every success in her future career.

Registered Manager : Dr Chahal is now the Senior Partner and the application process is underway with the CQC to add her as our new registered manager

NEW DEVELOPMENTS

Automated Telephone System : You can now book / cancel appointments and order repeat prescriptions using our automated telephone service. **Please note to book appointments the telephone number you wish to use must be registered with us.**

E-consults : if you are registered with patient access you can use our on-line consultation tool for Non Urgent advice.

Integrated Health Pod – you can use this to take your own height, weight etc.

*** Coming Soon *** ;

Video Consultations. More information will be available in the practice in the near future.

For more information on the above services ask at reception for more details

Military Personnel / Ex-Military (Veterans) : If you are a member / ex member (veteran) of HM Armed Forces, even if you have only served for just one day, or an immediate family member i.e parent, child, partner, spouse then please let us know.

Flu Vaccinations : It isn't too late to get your flu vaccination as we still have a small supply left. If you are over 65, suffer from a chronic disease or you are a Carer you are entitled to a Free vaccination. Ask at reception for more details.

PATIENT PANEL : Would you like to be part of our Patient Panel to help drive forward changes in the practice. We need members from every ethnicity and walk of life. We meet at the surgery approximately every 2 months. We also meet up for social events. If you would like to come along or know anyone who might be interested please leave details at reception.

CARERS : Do you help look after someone on a regular basis with chronic physical or mental health problems, or someone who abuses drugs / alcohol. Are you a young person between 5-25yrs of age who looks after mam, dad or brothers & sisters? We would really like you to let us know. We can make sure you get the help and support you need. We offer annual health checks and flu vaccinations. Next time you're in surgery ask for one of our Carers information packs. Would you like to join our patient panel? If so please leave your contact details at reception.

Patient Survey : We will be starting our in-house survey in the near future. All constructive comments are welcomed and taken on board and where possible actioned.

Results will be published in April 19.

AUTOMATED CHECK-IN: if you have any problems using this to book in our receptionists will be happy to help you.

MEDICAL STUDENTS : Ashburn Medical Centre is a Teaching practice and medical students may be present during your consultation. If you do not wish a student to be present please let the reception staff know.

VACCINATIONS

Pneumonia vaccinations: These vaccinations are free and are available to all patients aged 65 and over. Normally only one injection is required.

Travel vaccinations: If you require a travel vaccination please allow at least one month in advance of your travel to see the nurse. Please do not ask for emergency appointments for travel vaccines. If you have less than 8 weeks to travel we might not be able to honour your request for an appointment.

TEST REQUESTS : Most test results are normally back within 48-72 hours. You will be told by your doctor on how to access your results.

EXISTING CLINICS & SERVICES (Nurse / HCA appointments are available Monday – Friday)

Asthma / COPD	Blood Pressure Checks	Childhood Imms	Cervical Smears
Diabetes	Heart Disease	Minor Injuries	Minor Surgery
Pre & Post- Natal care	Family Planning	Smoking Cessation	Vacc & Imms
Warfarin Monitoring (INR)	Weight Management		

PRESCRIPTIONS

Complete the repeat medication slip attached to your prescription and either hand or post into surgery. If you don't have this slip you can hand write your request. To order a repeat prescription over the phone please ring 0191 5671035 and leave a message using our **automated telephone service**.

If you are registered for on-line access you can order repeat prescriptions (as well as book appointments) via www.ashburnmedicalcentre.nhs.uk. Ask about on-line access at reception

Don't forget to allow at least 2 full working days for repeat prescriptions and allow extra time for bank holidays.

LATE ATTENDEES

Anyone more than 10 minutes late for their appointment **MIGHT NOT** be seen. On these occasions patients will only be seen at the discretion of the GP/Nurse.

FAIL TO ATTENDS : If you are unable to attend for your appointment please let us know.

“ Patients who persistently fail to attend their appointments or who display aggressive/violent behaviour will be removed from the panel “

DO WE HAVE YOUR CORRECT ADDRESS & TELEPHONE NUMBER : If you have recently moved house or changed your telephone number then please let us know !!!

SAFE PLACES : We are a nominated Safe Place for people with Learning Disabilities. If you are in the vicinity and need help please let us know.

******* ZERO TOLERANCE *******

The practice operates a zero tolerance policy for violent and aggressive behaviour.