



# THE VILLAGE PRACTICE

## PATIENT NEWSLETTER



Spring 2016

**Welcome** to our first Newsletter of 2016 as we move forward into Spring.



### **Dr Hargreaves is Retiring**



Dr Hargreaves will be retiring as a Partner at The Village Practice at the end of April this year but will continue to work here on a locum basis from time to time. He has worked at the surgery for 25 years and we wish him well in the next phase of his life.

We will be employing a salaried GP, Dr Pip Newman, who has worked at the surgery previously providing cover for annual leave.

### **Advance Notice of Practice Closure:**



Fri	25 <sup>th</sup> March	Good Friday – Surgery closed all day
Mon	28 <sup>th</sup> March	Easter Monday – Surgery closed all day
Thurs	26 <sup>th</sup> April	TARGET Training – Surgery will be closed from 1pm
Mon	2 <sup>nd</sup> May	Bank Holiday – Surgery will be closed all day
Mon	30 <sup>th</sup> May	Bank Holiday – Surgery will be closed all day

The Out of Hours Service covers the Practice on these days and they can be contacted on **111**.

### **Nurse Led Acute Illness Clinic (pilot)**



Until the end of March we will be piloting a Nurse Led Acute Illness Clinic. This will be run by our Nurse Practitioner, Alison, who is able to offer

advice and prescribing treatment, where appropriate, for a range of illness such as:

Allergies / skin reactions, Blocked noses, Chest infections, Cold & cough symptoms, Cystitis, Diarrhoea, Hay Fever, Headache, High Temp, Skin Problems, Tonsillitis, Tummy Upsets....and many more.

For more information and to collect a leaflet giving further details please ask the Reception Staff.



### **Travel Vaccinations**

If you are planning a holiday abroad, and think that you may require travel vaccinations or malaria prevention medications, you need to book an appointment 6 weeks in advance to see our practice nurse. You will also need to collect and complete a travel health questionnaire – these are available from reception.

For further travel health information see the NHS Fit for Travel Website: [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)



### **Text Messaging Alerts**

**\*\* Coming Soon \*\***

The surgery will be offering patients the choice to receive reminders for their appointments and annual reviews via text messaging. Over the next few weeks reception staff will be asking patient's confirmation of their contact details, to ensure our records are up to date, and if this service is something you would be interested in receiving then please see the receptionists for further information.

## Electronic Prescriptions



The Surgery has now gone live with electronic prescribing, this means if you have nominated a pharmacy all of your prescriptions will be sent electronically to them and you will not have to come to the surgery to collect. If you would like to know more information, or to nominate a particular chemist, please speak to the reception staff.

## Practice Website



Some of you may know that we now have a Practice website. For those of you who do not, the website address is:

[www.thecowplainvillagepractice.net/](http://www.thecowplainvillagepractice.net/)

## Online Facilities

Some of you will be pleased to know that we now have the facility for patients to make online appointments and to request repeat prescriptions. You can also sign up for access to your medical records. Should you be interested in any of this, please ask the Receptionist and they will provide you with the necessary information and forms.

## Non-Attendance

There are still a number of patients who do not attend for their appointments. This is a major problem in General Practice as appointments are at a premium and wasted appointments could have been offered to patients who really need them.

Also, please make an effort to cancel appointments with Nurses should you no longer require them, as these tend to be more than 10 minutes.

**THERE WERE 95 HOURS OF TIME WASTED IN THIS PRACTICE LAST YEAR ALONE**

**If you no longer require your appointment, please cancel it as soon as you are able.**

Please note, if any patient persistently misses their appointments, they may be removed from our Practice list.

## Staff Updates

We welcome 2 new Reception Staff to our team, Lisa and Chris and sadly say goodbye to Lynne.

## Contact Details

Please let us know if your contact details have changes. From time to time we may need to speak to you urgently and this can be very difficult if we don't have an up-to-date landline or mobile number, both is useful.

## NHS Choices

Should you wish to comment on our performance, good or bad, you should go the NHS Choices website at [nww.nhs.uk](http://nww.nhs.uk). Here you will be able to leave your comments and also read other patients comments.

If however, if you do not have access to a PC and have any suggestions or views on the Practice, please feel free to contact our Practice Manager, Sharon Prangnell who will be glad to hear from you.

## Test Results



When calling for test results please ring after 1pm when the telephone lines are less busy, to get your results.

## A&E

A&E is really only what it stands for, an **Accident or Emergency**. A visit to your GP costs a fraction of a visit to the A&E Department and you will often be seen sooner! However, if the surgery is closed and your problem is not urgent enough to attend A&E then call **111**.

