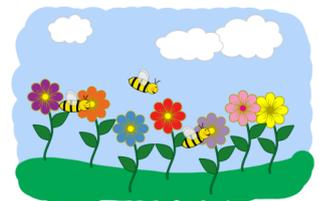




Melbourne Park
Medical Centre



Spring/ Summer 2017 Newsletter

Welcome to our Summer 2017 edition of our newsletter. We hope that you find the information enclosed interesting and useful.



NHS Cyber Attack

On the 12th May, the NHS, along with many other organisations, experienced a “cyber attack.”

No patient information was compromised but the practice had to take the threat very seriously and had to suspend our IT systems as a precautionary measure.

This caused some delays in activities such as making appointments and printing prescriptions. It also meant GP’s and Nurses did not have access to your electronic records and prescriptions and consultation notes had to be handwritten.

Thankfully we are now back up and running with full IT but there is a backlog of work to deal with over the coming days

We are grateful for your patience and understanding as we try to ensure safe care for everyone

MPMC 22.5.17

Staff Changes

Sadly, Samm, our health care assistant, has now left the medical centre. I’m sure you will join us to wish her all the best for the future.

We are hoping to have a new healthcare assistant in the near future and will keep you updated . In the meantime we are employing locum phlebotomists, Nasreen and Michelle, to enable us to continue to provide our blood testing service.

Our nursing team, Liz, Julie and Jessica continue to provide our full range of nursing services, though there will be some delay for anyone awaiting spirometry whilst training is undertaken, for which we apologise.



Hayfever

If you are a hay fever sufferer we have forms in reception so you can order this year's medication—there is no need to have a GP appointment for this.

There is also some useful self-help information attached to the form which may help to lessen your symptoms.



Travel Vaccinations

If you are travelling overseas this summer then please make sure you think about your travel vaccinations in plenty of time!

Please phone reception to book in with one of our practice nurses ; the ideal time is **two** months before you go.

Enjoy your holiday!

New Leaf

The new leaf service now run a clinic from Melbourne Park Medical Centre on a Thursday afternoon. This is a prebooked clinic so if you are keen to stop smoking and don't want to travel far then give them a call on **0800 561 2121** or text 'NEW' to **80800**. They will get in contact with you and book you in.



Self Help

We have some new self help leaflets available in reception. Please have a look next time you are in the surgery as we have an extensive number of topics available. You never know you might be able to save yourself some time and a doctors appointment by trying some self care to start with!

GP APPOINTMENT? CAN'T MAKE IT? DON'T NEED IT?

CANCEL IT!

Did Not Attend

Patients not attending their appointments is a big problem in general practice. In March 2017 we had 48 GP appointments missed and 64 nurse appointments missed.

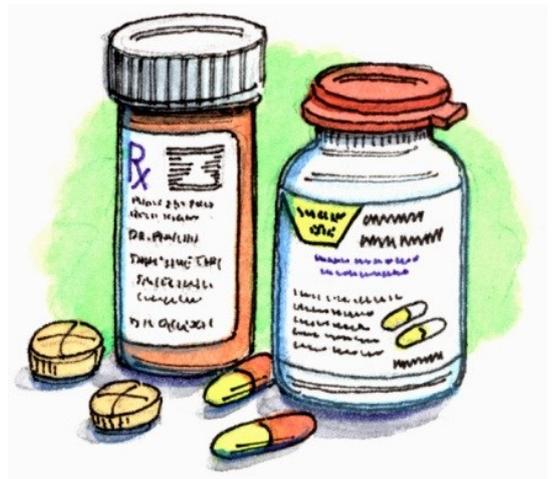
If you know you cannot attend your appointment then please give us plenty of notice so that we can offer the slot to another patient.

If you have trouble remembering your appointments then we now offer a text message reminder service where we will text you with 24 hours notice of your appointment. Please ask reception for a consent form to be part of this service.

URGENT MEDICATION REQUESTS

We recently carried out an audit on urgent medication requests and found that the main reason for requests was that patients were forgetting to order their medications. We want to stress to you how important it is to make sure medications are ordered in plenty of time. We would suggest you put your request in when you have a minimum of 7 days of tablets left. This should allow plenty of time to get the prescription ready for you.

We would like to take the opportunity to remind you that we can only accept written requests for prescriptions. We cannot take prescription requests over the phone in any circumstances. We would like to remind you that you can order your regular medications online (more details below)



Online Prescriptions



You can order your prescriptions online through the surgery's website. If you have access to the internet we would thoroughly encourage you to sign up to this fantastic service. If you are on regular medications and also have a nominated pharmacy for the EPS it could save you monthly trips to the surgery.

In fact, you will just need to order online through us—**we will still need two working days to process your request**—and head into your chosen pharmacy to collect the medication (but remember to allow them time to dispense it too!)

If you like the sound of ordering your prescriptions online, then ask one of our friendly receptionists for a form. **Please note that we will require photo ID from you to sign you up to this service.**

Practice Training

Please note that the practice will be closed for essential training from 12pm on:

Tuesday 13th June

Tuesday 11th July

Tuesday 19th September

Tuesday 3rd October

Tuesday 21st November

If you require urgent medical attention during this time we will display details of how to access this and there will be a message on our phone system.

We will re-open as normal the following day.



2017 Bank Holidays

We will be closed on the following summer bank holidays:

Monday 29th May

Monday 28th August



Comments, Suggestions, Feedback

The surgery welcomes all comments and we have a number of ways to receive patient feedback.

We have a suggestion box in reception where your Patient Participation Group will bring your comments to the management and doctors in their quarterly meetings or you could write in to us or ask to speak to any member of the team who will gladly pass your comment onto the relevant department.

There is also a website called NHS Choices where you can review the surgery. If you feel you have had a particularly positive experience in the surgery then we would really appreciate your review on the NHS choices website. If you have had a negative experience, we would like the chance to make it right and suggest you speak directly with a member of the management team in the first instance. We have complaints forms available on reception for this.

Usual opening hours

Monday	8am—6.30pm
Tuesday	8am—6.30pm
Wednesday	8am—6.30pm
Thursday	8am—6.30pm
Friday	8am—6.30pm
Saturday & Sunday	CLOSED



When we are closed you can access urgent medical advice by calling 111

