

SPRING 2018

Old Leake Medical Centre News

We're on the web!
www.oldleakemed.co.uk



Dates for your Diary

Please note that the surgery will be closed from 12:30pm for staff training on the following dates:

Thursday 26th April 2018

Thursday 17th May 2018

Thursday 21st June 2018

Should you require urgent medical attention on any of these afternoons, please telephone the surgery on 01205 870666.

Text Reminder Service

We are now offering a free appointment reminder service via text. If you are not currently receiving reminders on your mobile phone, please check with reception that we have your correct number on our records.



We want to hear from you

We value patient feedback and would like to hear from you to tell us how we are doing. If you would like to provide feedback please do so by visiting our website or you can fill out the Friends and Family submissions at the Reception desk.

Dispensary Opening Hours

IMPORTANT INFORMATION

As from Tuesday 16th May 2017 the dispensary opening hours will be as follows:

Monday to Friday

9am to 1pm

2pm to 6:30pm

PLEASE NOTE WE WILL BE CLOSED FOR LUNCH
EVERYDAY 1PM TO 2PM

Staff News

We bid farewell to some members of our team

Ian Johnson—has left the Dispensary team.

And welcome 3 new members of staff to the surgery

Sharon Jarvis—has joined our finance team

Jessica Motson— has joined our Dispensary team

Christine Hubbard—has joined our Reception team

Also

We are delighted to announce that Dr Azhar Virk has become a Partner at the practice.

A Massive Thank you

In light of recent events with the bad weather experienced in the UK between February 26th and March 2nd, we would like to thank all patients, staff, farmers and members of the local community for their patience, assistance and general good community spirit shown in helping one another in times of great need. We saw some real life heroes out there in the severe weather conditions helping stranded motorists and clearing roads to keep things moving. A huge thank you to all involved.

In instances such as this we do post updates on our practice website which can be found at the web address below.

www.oldleakemed.co.uk

Alternatively we will place information on noticeboards and windows within the practice to ensure patients are kept up to date with the most recent information.

Congratulations

Dr Azhar Virk has now become a partner at the practice .

Dr Virk had been working at the practice as a salaried GP for over one year. He has continued to make a valued contribution to the practice and patient population and is really looking forward to his new role.

Lucy Bowes, formerly HCA at the practice had a healthy Baby Girl back in January

Andrea Milverton, formerly Phlebotomist and Receptionist also delivered a healthy Baby Boy in January.



Patient Participation Group



We have a Patient Participation group who meet regularly to discuss matters relating to the surgery.

If you have a non medical condition that you would like to speak to a member of the PPG about, please let us know and we will arrange for one of them to contact you.

We always welcome new members. If you would like to join us please enquire at reception or email us at

LECCG.oldleakemc@nhs.net

Book Sale

We would like to thank everyone who has donated and purchased books from the book stall. Funds are used to purchase products that patients will benefit from.



Care Navigation Training

Staff at the practice have recently undertaken care navigation training. This training enables our reception team to best direct patients to the most appropriate appointment/care. The training has been provided with the support from the GP's at the practice. The receptionist may start to ask more questions to the patients when they come into the practice as this is now part of their job. We would really appreciate patient co-operation as these measures have been introduced to help you.

Current NHS pressures

As most people are aware the NHS has been under increasing pressure. Old Leake Medical Centre and other medical practices are doing all we can to address the situation. Whilst we do understand that it can become frustrating at times, we would respectfully ask that patients remember that our staff are doing the best that they can for our patients. Please treat them with dignity and respect.

New clinic at Old Leake Medical Centre

Are you experiencing memory problems? Are you caring for anyone experiencing memory problems?

We will now have a support worker in the practice twice per month to help and advise you and offer support if required. If you would like to talk to someone please ask a receptionist for detail.

We need your help

Could we please ask that all patients ensure that Old Leake Medical Centre are informed of any changes to personal contact details. If your details have changed please speak to one of our receptionists.