

AUTUMN 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 15th November 2018

Thursday 20th December 2018

Thursday 17th January 2019

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 would like to announce that Lucy Bowes and Andrea Milverton will be returning to the practice after Maternity leave.

We would also like to welcome Mia Robinson to the Admin team, and Dawn Winter, Poppy Wheeler and Lauren Bell have all joined the Dispensary team.

Thank you for your patience

Some of you may have noticed that we are currently running behind with our dispensary. Unfortunately this is due to staff sickness and having to train new members of staff.

Whilst we do understand your frustrations at having to wait for medication, we would respectfully request that you are patient with us as all new staff require extensive training to ensure that they are competent in the dispensing of medication to our patients.

We hope to be back on track once all new staff have been trained and appreciate your understanding during this time.

Look after each other

We are now getting to the time of year when the nights are drawing in and the weather becoming colder.

It is at times like this that we should be thinking of our neighbors and how we might help them and look out for them during the colder weather.

It is important not only to look after ourselves but those around us, especially younger or older people less able to care for themselves.

Please spare a thought for them and how we might help.

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 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.

Extended Access Hub

There are now evening and weekend GP and Nurse appointments available to our patients. Please ask one of our receptionists for details.

GP and nurse appointments are now available in your area during the evenings and at the weekend. To book an appointment, contact your practice. Your NHS, here for you.

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 such as telephone numbers, address or email. If your details have changed please speak to one of our receptionists.