



KIDDROW MEDICAL PRACTICE PATIENT NEWSLETTER

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JULY 2016



Opening Times

The Practice is Open Monday, Wednesday, Thursday & Friday 8:00 'til 6.30 and Tuesday 8-12

Junior Doctors

The practice is now involved with training Junior Doctors. Our first Doctor Caleigh Blake joined us in April and will be here until August. Each placement lasts for 4 months. If your appointment is with one of the junior doctors their appointment times are longer so they will have more time to spend with you. They may need to consult with their trainer during your consultation. Feedback so far from patients is positive however if you do not wish to see a junior doctor, please let reception know when making your appointment.

Telephone System

We know that at busy times you can find it difficult to get through on the telephone, we have asked your opinion and are looking into the possibility of a call queuing system. In the meantime, wherever possible please register for online Patient Access—this means you can order repeat prescriptions and make GP appointments online. If you aren't able to order online, please post your prescription request in the box in our waiting room. If you need to ring the practice, 8am or 12 noon for appointments, after 10am for prescriptions and after 2pm for results.

Access to Medical Records

Did you know that most patients can have access to their medical records online?

Please call in at our reception with ID for more information and to register.

CQC Result

The CQC came to inspect the practice in February and judged that we were outstanding. Thanks must go to all our staff, patients and others who work so well with the practice. We are continually striving to improve, and any feedback you have about the practice is welcome.

Carers

Are you an unpaid carer? Do you have an unpaid carer? Please let us know so that we can update your medical records. There is advice available and you're entitled to an annual assessment with Carers Link who hold monthly clinics here at the surgery. Carers are also entitled to a free flu vaccination.

August Bank Holiday

The surgery will be closed on Monday 29th August 2016. If you have an urgent medical problem when the surgery is closed ring 111. Please allow plenty of time to order your prescriptions. Our extended opening appointments will be rescheduled, ask reception for more information.

Pancreatic Cancer UK

Thank you to those of you who brought in donations over the Christmas period, the staff all contributed instead of exchanging Christmas cards and we made a donation to Pancreatic Cancer UK in memory of Dr Barsby.

Patient Participation Group

Our patient group is a virtual one, you become a member by having your email address on your medical record—please give your email address in at reception if you haven't already. One of our patients has recently enquired about the possibility of a face to face group—thank you to those who have already expressed an interest, Helen Harrison, Practice Manager will be in touch in due course to arrange a meeting, if you haven't yet expressed an interest but wish to do so, please let reception know, or contact Helen on helen.harrison2@nhs.net



You can contact the surgery at:

Telephone: 01282 731300

Fax: 01282 731311

Email: kiddrowlane.doctors@nhs.net

Website: www.kiddrowmedicalpractice.co.uk



Patient Contact Details

Please remember to inform us if you change your contact details including landline and mobile phone number or email address.

Please turn off or put your mobile phone on silent mode during your GP appointment.

