

# Dr Campbell & Partners Spring Newsletter 2014

**W**elcome to our Spring Newsletter. The surgeries will be closed for the May Bank Holidays on Monday May 5<sup>th</sup> and Monday May 26<sup>th</sup>. If you have a medical emergency, please ring the practice number - 01829 733456. Our out-of-hours care is managed by the West Cheshire Clinical Commissioning Group and their telephone number is **01244 385300**.

**Results of our recent survey:** Many thanks to all patients who took the time to complete our recent questionnaire. We scored an impressive 85% where patients' ratings about our practice were good, very good or excellent. The findings of the survey will be discussed at our next Patient Participation Group meeting.



**Patient Participation Group:** We are awaiting the result of the recent survey regarding the PPG. The group are still meeting regularly and the numbers are growing. We now have a PPG notice board in our Tarporley surgery and there will be one in each of the two branches shortly, where you will find further information. There is also a page on our website: [www.tarporley.gpsurgery.net](http://www.tarporley.gpsurgery.net)

**Farewell and Welcome:** In January we said a sad farewell to Denise Meaney who had worked at our Tarvin Surgery as Receptionist for the last 12 years. Julie Hopkins has moved to our Tarvin branch from Waverton and we welcome Helen Todd to our Waverton surgery.



**CQC** (Care Quality Commission). Following a review visit from the CQC we are pleased to report that we now meet all the required standards.

### **Prescriptions:**

You can now send your repeat prescriptions to us via the following website, provided you are registered. Please remember to write in the message box on screen which surgery you wish to collect your prescription from, before submitting your request.



[www.patient.co.uk](http://www.patient.co.uk)

If you are registered to book appointments on-line you do not need to re-register for this service. If you need registration details please ask at reception. You can still order your repeat prescriptions by email, but **please note that our email addresses have now changed and you will no longer be redirected to the new email address:**

Tarporley: [wcccg.tarporleyrepeatscripts@nhs.net](mailto:wcccg.tarporleyrepeatscripts@nhs.net)

Tarvin: [wcccg.tarvinscripts@nhs.net](mailto:wcccg.tarvinscripts@nhs.net)

Waverton: [wcccg.wavertonscripts@nhs.net](mailto:wcccg.wavertonscripts@nhs.net)

You can still order repeat prescriptions by putting them in the boxes at our surgeries, or by telephone.

PLEASE NOTE: The email addresses are only to be used for ordering repeat prescriptions. If ordering by email or fax, please ensure you include your name and address so we can identify you correctly on our computer system.



**The Silver Line** is a new organisation providing information, friendship and advice for older people. This is a free and confidential service which is open 24 hours. The telephone number is 0800 4 70 80 90 or from a Mobile 0300 4 70 80 90. There is a leaflet in Tarporley explaining this service or can be down-loaded from our website [www.tarporley.gpsurgery.net](http://www.tarporley.gpsurgery.net)

### **APPOINTMENTS:**

**Extended Hours/Appointments:** If patients feel that they would benefit from a weekend/late appointment, there is an Extended Hours Service that runs every evening and Saturday mornings at Helsby, Tattenhall or Ellesmere Port. This service is for patients who are unable to make an appointment during our core hours and to access this services you should ring 01244 385422.

**Booking Appointments:** If your condition is non-urgent you can expect to see a GP within two working days, although you may have to wait longer if you wish to see a particular GP.

If you do not need an appointment within two working days, you also have the option to book up to **four weeks in advance** if this is more convenient for you. Thus appointments are in two categories either 'pre-bookable' up to four weeks ahead or 'available on the day'. The latter are reserved for **urgent cases on the day**. **'Available on the day' appointments cannot be released earlier by the receptionist as this would prevent urgent cases from gaining access.** We also have a number of Book-on-the-week appointments, and in certain circumstances Doctors can make telephone calls to patients, rather than them coming into the surgery.

**Each person attending the surgery needs a separate appointment.**

**On -Line Appointments:** You can also make your appointments on-line. If you would like to use this service please ask the receptionist for a registration form. **Please note that individual registration is required for each member of a household.**

**Cancelling Appointments:** If you do not need your appointment, **please remember to ring the surgery to cancel it**, as this will then free up availability for other patients. During March 2014, 119 patients failed to turn up for appointments.



### **New Recall System for patients with Chronic Diseases:**

We have decided to now call patients in for their annual review during the month of their Birthday. We feel this will not only help our staff but also patients will be able to remember when their annual review is due. This applies to patients with the following long term conditions:

Asthma, Diabetes, High Blood Pressure, Heart Disease, Stroke, Chronic Airways Disease (COPD).



**Vaccinations:** Our Practice Nurses will be able to give the following NHS vaccinations:

**Polio, Typhoid, Hep A and Cholera.**

Malaria tablets can also be given but there will be a charge for these.  
For other vaccinations please contact one of the following travel clinics:

Dr Adey & Partners practice run a non-nhs travel clinic on Fridays between 2 and 5 pm.  
Tele 01829 732401. See [www.travelfit.co.uk](http://www.travelfit.co.uk)

Liverpool School of Tropical Medicine (LSTM) – Tele 0151 705 3100  
Pre-travel consultation Mon – Sat. Drop in service Mondays – Fridays  
Address: Pembroke Place, Liverpool L3 5QA

Wellness Clinic, Chester (run by LSTM) Tele 0844 939 5600.  
Address: 10 Watergate Row, Chester, CH1 2LD (above Phase 8) [www.welltravelledclinics.co.uk](http://www.welltravelledclinics.co.uk)

Cheshire Travel Clinic:  
Several clinics in Cheshire: [info@cheshiretravelclinic.co.uk](mailto:info@cheshiretravelclinic.co.uk)

There is a print out of the above details in all our waiting rooms.



**UPDATE YOUR RECORDS** It is important that patients let us know if there address or contact details have changed. We have put a form in our waiting rooms for patients to complete so that we have up to date information as we are also looking into providing an appointment reminder service.