



**Dr Campbell & Partners**

## **Spring/Summer Newsletter 2013**



**W**elcome to our Spring/Summer Newsletter. Once again it is that time of year when GP's and staff are taking time off with their families whilst we continue to be busy at the surgery. We will be closed on Bank Holiday Monday (26<sup>th</sup> August) so if you have a medical emergency, please ring 01829 733456 and the recorded message will give you the number to ring in order to reach the GP Out of Hours Service. Also please ensure you have an adequate supply of your medication for the Bank Holiday and for your own summer holidays.

**Patient Participation Group:** The PPG has been running now for nearly 2 years and currently has nine patient members, one GP, Practice Manager and one member of staff. The group meets approximately every three months and if you take a look at our website you will find more information.

**Results of our Survey:** Thank you to all patients who recently took part in our annual survey, where we were rated at an average of 87%. Results of the survey are displayed in all surgeries and details can be found on our website – [www.tarporleygps.gpsurgery.net](http://www.tarporleygps.gpsurgery.net)

We were pleased with the results, but as always, there are areas that need improving so together with the PPG we are looking at some of these areas:

Telephone Access: We have recently installed a new telephone system and hope that patients are finding the new system better and we also have an extra member of staff covering the early morning rush. Patients are being asked to consider helping to free up our telephone lines by ordering their prescriptions via email, fax or popping into the surgeries (see below for more details)

Waiting Rooms: We are currently looking into ways we can make our surgeries more comfortable and maximising capacity.

Car parking: We are considering ways to help with the congestion of our car park.

**Welcome:** You may have noticed a few new faces at our practices. We are pleased to welcome Doreen Williams and Marlene Crawshaw who are our new Receptionists and Ann Warburton who is our new dispenser. We also have a new phlebotomist, Helen Williamson who will be at all three surgeries.

**Prescriptions:** To help free our telephone lines, listed below are three other ways that patients can order their repeat prescriptions:

1. E-mail the surgery where you wish to collect the prescription from:  
Tarporley: [wc-pct.tarporleyrepeatscripts@nhs.net](mailto:wc-pct.tarporleyrepeatscripts@nhs.net)  
Tarvin: [wc-pct.tarvinscripts@nhs.net](mailto:wc-pct.tarvinscripts@nhs.net)  
Waverton: [wc-pct.wavertonscripts@nhs.net](mailto:wc-pct.wavertonscripts@nhs.net)
2. Fax: Tarporley only on 01829 730124
3. Drop off Boxes – located in all branches

**Please note:** The email addresses are ONLY to be used for ordering prescriptions. If ordering by e-mail or fax please ensure you include your name and address so we can identify you correctly on our computer system.

**Cancelling Appointments:** If you don't need your appointment anymore, **please remember to cancel it.** A quick call to the surgery frees up availability for other patients.

**Carers Link:** Our practice has a 'Carers Link' and we have a 'Carers' information folder in the waiting room which contains plenty of useful help and advice. Please let us know if you are a carer for someone so that we can include this in our records.

**Medical reviews:** If you are taking regular medications for a chronic condition you will be required to make an appointment to see a member of the nursing team twice a year. These conditions could include:

Asthma/COPD, Diabetes, High Blood Pressure (Hypertension), Heart Conditions, HRT/Pill (12 monthly).

## **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. 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.**

