



**W**elcome to our Winter Newsletter.  
May we wish you all a Happy New Year.

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Following the retirement of Dr O'Callaghan at the end of October we are pleased to welcome Dr Abigail Oliver and we are sure that she will have a long and happy future at our practice.

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As some of you are probably aware we have had a new computer system installed and we would like to thank everyone for their patience whilst members of staff have become accustomed to this new system. We are sure we will all become quicker given time!



We are coming to that time of year when we do our annual survey. This year the doctors will be handing out forms for you to complete at the end of your consultation. If you could complete these forms and pop them into the boxes provided in reception it would be much appreciated. Your views are very important to the ongoing development of our practice.



**Staff Training Days:**  
The surgeries will be closed at 12.00 on the following days for Staff Training:

Tuesday 26<sup>th</sup> February 2013  
Wednesday 20<sup>th</sup> March 2013  
Thursday 25<sup>th</sup> April 2013  
Tuesday 21<sup>st</sup> May 2013  
Tuesday 18<sup>th</sup> June 2013

If you have a medical emergency whilst the surgery is closed, please contact the Out of Hours Service on 01244 358300 or alternatively telephone the surgery on 01829 733456 and the telephone number will be given to you.

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There are some periods during the day when the phones are incredibly busy. The busiest time is at the beginning of the day from 8.00. We endeavour to answer the phones as soon as we can and have recently altered the receptionists' hours to cover this early busy period. If you are able to phone after 10.00 am for routine matters, it would be much appreciated.



Unfortunately we still have patients who do not let us know if they are unable to make their appointment with a Doctor or Nurse. A quick phone call to the surgery will free that appointment up for another patient.

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If you have not already done so, please take a look at our website. This is updated regularly and you will find lots of helpful information

about our surgeries and health issues. If you feel there is anything else you would find useful on our website please let us know. Our website address is:

[www.tarporleygps.gpsurgery.net](http://www.tarporleygps.gpsurgery.net)

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Our Patient Participation Group has now been up and running since November 2011. If you would like more information about this group, please take a look at our website where we have more details; including the minutes from all our meetings.



**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.**

**Each Appointment lasts 10 minutes in which the Doctor must take details of history, make examination and prescribe, as well as write up patient notes. If you feel your appointment is for a more complex issue, please request a double appointment.**

If you are **unable to attend** please let us know so that someone else can be offered the 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.**

**Extended Hours:** This is a service for patients who find it difficult to attend the surgery during our core hours. The service is available in various centres around the area and between them they are open Monday–Friday evening and Saturday mornings. To make an appointment telephone 01244 385422

**Automated Check-In:** The use of the Automated Check-In helps to relieve pressure on the Receptionists who carry out a variety of clerical duties. We would like to encourage patients to use this check in for their appointments. The device is a touch screen: please follow the prompted steps.



### **Repeat Prescriptions:**

Please allow 48 hours for direct or e-mail requests. Requests for repeat prescriptions will only be treated as URGENT in exceptional circumstances. Prescription e-mail addresses are:

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)

(Do not use email address for anything other than repeat prescriptions.)

We also have a Medicine Manager who is responsible for dealing with prescription and medication queries. Please contact her at our Tarporley surgery.

