

Whittington Moor Surgery

Autumn 2016

During opening hours telephone 01246 456938. Out Of Hours call 111
Reception is open 8.00am until 6:30pm Monday to Friday except on Bank
Holidays and on training days.

FLU VACCINATION

Please book for your flu vaccination now, we have various clinic times.

Car Park

Please **DO NOT** park in the disabled spaces , unless you display your blue badge



Accident & Emergency

The Emergency department is only for serious injuries such as broken bones, deep wounds, breathing difficulties, choking, chest pains, blackouts basically emergencies or anything life threatening.

Please don't go to A&E if you are unable to get an appointment with your GP as you may be turned away.

Alternatively we have Doctor on call or if between 6.30pm and 8am call 111.

Sick Notes

Please remember when you need to renew a sick note not to call on the day it needs to be renewed. Please give us a week's notice if you know you will be off long term as we can advance book these appointments. This would also stop your sick note being delayed. This is not appropriate for a Dr on Call and are not done in 24 hour turnaround.

PRIVACY

When at the reception please respect the privacy of the person in front of you and stand behind the display stand.

Please don't be offended if we ask you to take a step back.

If you would like more privacy please tell the receptionist who can find you a private area to speak.

We would like to welcome our new GP Dr John Pryce, he will be working 2 days a week - Every Wednesday, 3 Friday's and 1 Thursday a month.

We will be closed for staff training from 1:30pm on the following Wednesday afternoons:
09.11.2016, 14.12.2016 , 11.01.2017, 08.02.2017,

Why does the receptionist ask me what's wrong?

It is not a case of the receptionists being nosy!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- The most appropriate medical care
- From the most appropriate health professional
- At the most appropriate time

Receptionists are asked to collect brief information from patients

- To help doctors prioritise house visits and phone calls
- To ensure that all patients receive the appropriate level of care
- To direct patients to see the nurse or other health professional rather than a doctor where appropriate

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated in the strictest confidence
- The practice takes any breach of confidentiality very seriously and will deal with it accordingly

You can ask to speak to a receptionist in private away from the reception counter

However if you feel an issue is very private and do not wish to say what this is then we will respect your decision.

District Nurse's

The District Nurses now have their own direct telephone line the number is :-

01246 457754

If there is no answer please leave a message for them, if it is **URGENT** please call the surgery , and we will do our best to help

INFORMATION SCREENS

We now have information screens in all the waiting rooms in surgery. Please have a read of the information as much of it is very useful. The nurses use the screens to call patients into their rooms, so again please keep an eye out for this.

Patient Participation Group (PPG) Chairman: Sybil Waplington Secretary: Debbie Rutter

The next meetings are at the surgery on 05.12.2016 & 06.03.2017 - 18.30 to 19.30

The minutes of previous meetings are available on our website:

www.whittingtonmoorsurgery.co.uk/ppg.htm. For more information please look there or at notice boards in the surgery.