

Whittington Moor Surgery

SPRING 2017

SPRING NEWSLETTER 2017

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.

SHINGLES VACCINATION REMINDER

Age on 1st Sept 2016	Patients date of birth is	31st August 2017 Deadline for vaccinating eligible patients
78	02/09/1937 to 01/09/1938	
79	02/09/1936 to 01/09/1937	

The vaccine is only available for patients up to the day of their 80th birthday so if you think you may be eligible call the surgery for an appointment.

DISTRICT NURSES

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.

Further information is available on the NHS Choices Website.

CAR PARKING



We have limited spaces available in our car park and there is no scope for us to increase the number of cars we can accommodate. Please allow extra time prior to your appointment to enable you to park.
Please **DO NOT** park in the disabled spaces, unless you display your blue badge.

INFORMATION UPDATE

Changes to the appointment system

There are now more appointments available to book on the day, as well as advanced appointments. We would encourage patients to use our online booking system as appointments can be booked from midnight onwards on the day.

Contact details

Please make sure you update your contact details, particularly mobile telephone numbers. We send appointment reminders as well as being able to contact you at short notice should there be any changes to your appointment.

We will be closed for staff training from 1:30pm on the following Wednesday afternoons:
14.06.17, 12.07.17, 09.08.2017



Accessible Information Standards

We want to get better at communicating with our patients. We want to make sure you can read and understand the information we send you. If you find it hard to read our letters, or if you need someone to support you at appointments, please let us know.



- ◇ We want to know if you want information in braille, large print or easy read.
- ◇ We want to know if you need a British sign language interpreter or advocate.
- ◇ We want to know if we can support you to lip read or use a hearing aid or communication tool.

Please tell the receptionist when you arrive for your next appointment, or call us on 01246 456938 between and 8:00am and 6:30pm.



PATIENT FEEDBACK

Here is a sample of some recent comments from patients.

- **Front of house staff are not always friendly and welcoming** - It is difficult to get the balance right in this role as our staff can never predict how a patient is feeling when they come into surgery. We always try and maintain a sensitive and professional manner and will discuss this further at our next administrative meeting.
- **Thank you for looking after me :-)** - this was a comment from one of our younger patients, we really appreciate all patients taking the time to tell us how they feel.
- **The touch screen can be over-sensitive when checking in** - We are aware that there can sometimes be problems with the check-in screen. If you do have difficulties please ask the receptionist for help or book in at the reception desk.

SELF-REFERRAL FOR PHYSIOTHERAPY

Chesterfield Royal are now offering musculoskeletal physiotherapy appointments within surgery. Pick up a leaflet at reception or see our information screens!

INFORMATION SCREENS

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

CLINICIANS RUNNING LATE

Sometimes clinical staff run late. This is usually because a previous patient needed more time and may not have booked a double appointment. The emergency doctor may also run late as they can be called out to urgent visits. We appreciate your patience with this.

Patient Participation Group (PPG) Chair: Sybil Waplington Secretary: Debbie Rutter
The next meetings are at the surgery on 5.6.17 4.9.17 & 4.12.17 - 18.30 to 19.30

The minutes of previous meetings are available on our website: