

Whittington Moor Surgery

Winter 2015/16

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.

Care Quality Commission Visit

We are delighted to share the news that following our Care Quality Commission (CQC) inspection in November 2015 we have been rated as outstanding. This is an incredible achievement, with only around 4% of practices nationally being awarded this rating, and we are immensely proud of the result.

Details of the inspection can be found on our website and we would encourage you to read this if you have chance.

BOOKING AN APPOINTMENT



Department of Health legislation requires us to provide a variety of ways for you to book an appointment which include face to face at the reception, by telephone or online. We appreciate that all our patients have different needs and preferences with regards to booking appointments and we are keen to offer the service which is right for you.

For online booking you need to register with us (speak to reception)

When booking an appointment try to give as much information as possible to the receptionist so she can make sure you have been given the amount of time and care needed. Single appointments are 10 minutes and the GP will deal with a single issue, if you feel you have more than one issue to discuss please book a double appointment which is 20 minutes.



If you are waiting for a GP to call you back, please keep your phone with you at all times.

Dates for your diary

We will be **closed** for staff training from 1:30pm on the following Wednesday afternoons: 10.02.16, 09.03.16, 13.4.16, 11.5.16, 08.06.16, 13.7.16, 10.8.16

Upcoming Saturday morning surgery: 12th March 2016

Foot care Sessions

These sessions are for people aged 50+. Sessions are held at Parish Rooms, 91 Sheffield Road, Stonegravels from 10.00—1.00pm.

Sessions cost:

Assessment - Free

Treatment 30 mins - £12

Nail clippers and file set - £5.00



UNUSED TABLETS

We used to send unused tablets to Africa. Unfortunately from 01.01.16, European Union rules have changed and no longer allow the recycling of tablets, liquid and injection medication. Unused bandages and dressings are still able to be recycled, providing there is at least 6 months before their expiry date.

ALL UNUSED MEDICATION MUST NOW BE SENT TO THE CHEMIST!

Thank you to everyone who has helped us send medication to Africa.

YOU SAID:

I would like to see some higher chairs in the reception areas for those who find it hard to sit on or stand up from a lower seat.

WE DID:

We now have a total of six chairs on raisers, two in each reception area, which we hope will aid the comfort of those who prefer to use a raised chair - these were funded by monies raised through the books sold within surgery.

YOU SAID, WE DID

YOU SAID:

Leave a space for a wheelchair in each waiting room.

WE DID:

We have reconfigured the chairs in each waiting area so that we can easily accommodate a wheelchair.

YOU SAID:

Could you explicitly add to call-up letters if a urine sample is required as this can be difficult to produce on the day for someone in a wheelchair.

WE DID:

We have reviewed our letters with a clinician. The only recalls which should require a urine sample on the day are diabetes and Chronic Kidney Disease reviews, both of these letters advise of the need for a urine sample.

Goodbye

Dr Monk left us just before Christmas, we wish her all the best for the future. We plan to replace Dr Monk, but until we do, our current Doctors are working additional sessions.

NEW WEBSITE

We have recently updated our website, please let us know what you think-
www.whittingtonmoorsurgery.co.uk

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

The next meeting is at the surgery on 29.02.2016 at 6:30pm

The minutes of previous meetings are available on our website:

www.whittingtonmoorsurgery.co.uk/ppg.htm.

For more information please look there or on notice boards in the surgery.