



# MERRIDALE MEDICAL CENTRE NEWSLETTER APRIL 2016

## **Forthcoming event**

The local charity 'Coping With Cancer' will be holding an event here at the surgery between 10am and 12noon on Friday 29<sup>th</sup> April. Charity representatives will be attending with the aim of raising awareness about the vital support they can provide to anyone affected by cancer (whether it be the person with a cancer diagnosis and /or their carers and families). We will also be holding a cake sale on that day as a fund-raising event for the charity.

## **New staff members**

We are pleased to announce that soon another Practice Nurse will be starting along with an Emergency Care Practitioner. 3 more receptionist/administrators have also joined us recently.

## **Our annual "Improving Practice/Patient experience" survey**

We would like to thank all of the patients who participated in this survey. The results are now available on our website and a summary is also on display in our reception areas. The Practice recognises that 'appointment availability and telephone access' continue to be areas of concern. We would like to assure everyone that we are actively working towards recruiting extra GP's (despite the national shortage) and we are reviewing various aspects of our telephone system with the aim of making it easier for patients when ringing the surgery. We are also boosting the number of staff available to help with the high volume of incoming calls. In addition the responses to the survey are being discussed with the Patient Participation Group

## **Accountable GPs**

As per NHS England we are required to assign a named GP to every patient. This exercise has now been completed. Further details can be obtained by contacting the surgery

## **Message from the PPG Chair**

As part of our on-going work with the practice, the patient participation group (PPG) would like any suggestions from patients for forthcoming charitable and educational events. On 29 April the practice will be supporting the local 'Coping with Cancer' charity and we are also looking to run short group updates for patients wanting to stop smoking, find out how to better control your diabetes and understand how asthmatics can best use their inhalers, etc. If there is a particular local healthcare charity you would like us to promote or healthcare condition you would like us to cover then please let us know via [v.davda@btinternet.com](mailto:v.davda@btinternet.com). On a different matter it is great to report a recent reduction in the number of patients failing to attend their appointments - please ensure you either attend your appointment or cancel it! Please also take a look at our updated PPG noticeboard in the waiting room and get in touch if you would like to join our group. We next meet on 14 June at 12.15pm

## **Test results (e.g.blood tests, xrays and ultrasounds)**

There is no need to contact us to obtain your results. Once the GP who asked for the test to be done has viewed them the patient concerned will be contacted if any follow-up action is required

## **Our online services**

Patients with access to the internet are encouraged to register to use our online services to book appointments online; order repeat prescriptions and view certain elements of their own patient record. It is easy to register; simply call into reception with photo ID and proof of address. You will then be asked to complete a request form after which a unique user ID and password will be issued. (So far 1,010 of our patients have registered to use our online services)

## **Friends and Family Test**

Despite the name –this isn't a test it is simply a means of obtaining feedback by asking two simple questions namely: Q1 How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?Q2. Can you tell us why you gave that response? Please participate by completing a Friends and Family card (in reception) or by visiting the 'Friends and Family' page on our website

## **Canopy for the main doors**

As a direct result of feedback from various patients a request has been made to the owners of this building with a view to having a canopy fitted as soon as possible. This will provide some cover when the weather is bad.

## **Forthcoming bank holiday closures**

Please note that we will be closed on:  
Monday 2<sup>nd</sup> May and on Monday 30<sup>th</sup> May (Whit)

## **Our contact details and normal opening times**

**Postal address:** Merridale Medical Centre, 5 Fullhurst Avenue, Leicester LE3 1BL

**Main telephone number** Tel: 0116 2166 996 (available 8am-6.30pm Mon-Fri)

**Website:** [www.merridalemedicalcentre.co.uk](http://www.merridalemedicalcentre.co.uk)

**General enquiries email address:** [merridalemedicalcentre@gp-c82073.nhs.uk](mailto:merridalemedicalcentre@gp-c82073.nhs.uk)

### **Reception opening times**

Mondays and Tuesdays 8am –8pm Wednesdays Thursdays Fridays 8am-6.30pm  
Saturdays 8.30am-12.30pm (for pre-booked appointments and collection of prescriptions ONLY)

**Prescriptions direct line** Tel 0116 216 9636 (available 11.00am-4.30pm Mon-Fri)

**Prescriptions email address:** [prescription.merridalemedicalcentre@nhs.net](mailto:prescription.merridalemedicalcentre@nhs.net)

**Prescription collection times:** 11.00am-4.30pm (Mon-Fri) and Saturdays (8.30am-12.30pm) *Please allow 2 working days for repeat requests to be processed*

\*\*\*This newsletter is available in other formats—please ask at reception\*\*\*Electronic versions of future newsletters can be emailed to you .Simply visit our website at [www.merridalemedicalcentre.co.uk](http://www.merridalemedicalcentre.co.uk) and click on the 'Sign Up for Email Newsletter' icon at the bottom of our home page

**Thank you for reading this newsletter –the next one will be issued in July**