



MERRIDALE MEDICAL CENTRE NEWSLETTER

SUMMER 2015



IMPORTANT MESSAGE FROM DR CLARKE AND DR TEW

When registering with this Practice patients need to understand that the registration is with the Merridale Medical Centre as a whole, not with an individual GP.

Lots of patients mistakenly believe that they are registered with the GP that is named on their medical card and therefore ask for an appointment with that particular GP and appear reluctant to be seen by anyone else.

We have a number of very experienced GPs within the Practice so patients are encouraged to book in with any one of them as they all provide a consistently high standard of care.

The demands on GP time are ever increasing and whilst we will continue to endeavour to meet patients' expectations it simply isn't practical for patients to only be able to see one particular GP.

The Practice works as a team to provide health care to all of its patients.

We would therefore ask patients to please bear in mind that our clinical team includes a Mental Health Practitioner; Practice nurses; Healthcare assistants and Nurse Practitioners not just GP's.

Thank you for your co-operation and understanding

Dr R.Clarke and Dr R.Tew

Changes to Dr Tew's appointments

Having reviewed the situation regarding appointments, Dr Tew has made the decision that from now on, he will no longer have any pre-bookable appointments.

Instead, his clinics will usually consist of 'on the day' sit and wait appointments. These will be for one urgent problem only (not for any ongoing conditions).

Thank you for your co-operation and understanding.



GP/Nurse Practitioner appointments

We currently offer a range of appointments which include:

Pre-bookable appointments which can be booked up to 2 weeks ahead

Various appointment times are available including GP appointments on Saturday mornings and Tuesday evenings

Same Day appointments

For 1 x URGENT problem only (not for any ongoing matters.) These will be with any one of our GPs/Nurse Practitioners who are on duty on the Day. These have to be booked by reception staff in time order Patients wishing to book an appointment with a specific person will need to pre-book an appointment rather than ask for an appointment on the day'

How to book or cancel an appointment:

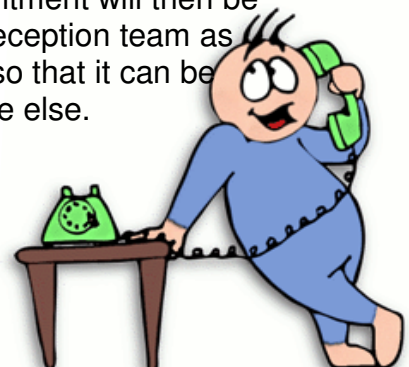
Ring 0116 2166996 or call into the Practice between 8am -6.30pm Mon-Friday (Please contact us as early as possible if an urgent same day appointment is needed).

Certain appointments can also be booked or cancelled online on the Practice's website (by patients who have internet access and have registered to use our online services)

If cancelling an appointment please give us **as much notice as possible**.

Patients can also ring to cancel an appointment when we are closed by

- Ringing 0116 2166996
- Choosing option 2...you will then be transferred to our 'appointment cancellation' voicemail facility
- Leaving details as to the date and time of the appointment you wish to cancel and your full name .Your appointment will then be cancelled by the reception team as soon as we open so that it can be offered to someone else.



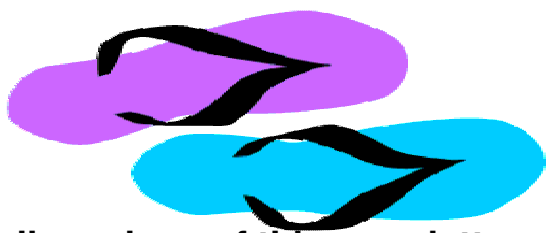
MESSAGE FROM PPG CHAIR

Please cancel appointments you cannot attend!

Patient Participation Group (PPG) members would like to remind all patients of the importance of cancelling unwanted appointments or appointments you cannot attend. Access to GP and Practice Nurse appointments is a national issue and the surgery is constantly reviewing the appointments system to try and meet patient demands and expectations.

As part of joint work between the surgery and the PPG we have identified a significant problem with our patients booking but then not attending for their appointments. Thus far in 2015, almost **3,000 appointments have been missed** and 46 patients have failed to attend for five or more appointments in less than six months! In addition, one-third of missed appointments are booked as same day appointments!

Clearly, this is not acceptable and missed appointments waste NHS time and money and prevent sick patients from being seen. In coming months the practice will be implementing a number of initiatives aimed at reducing missed appointments. However, in the meantime please help us by knowing when your appointment is scheduled for and cancelling this if you are not able to attend. Cancelling your appointment is simple and the easiest way is to phone the practice on **0116 216 6996**. Thank you for your help.



Email versions of this newsletter

If any patients would like to receive future editions of our Practice Newsletter by e-mail please: Visit the home page of our website at www.merridalemedicalcentre.co.uk and then click on the icon →

(which is at the bottom of that page)

Then enter your name; email address and mobile telephone number on the next screen then click on 'sign up' then 'close'.

An email will then be sent to you confirming that this is now set up. Our quarterly Practice Newsletters will then be sent to you by email



Prescription Services



Almost 50% of our repeat medication patients now use our electronic prescription service (EPS). This saves patients having to come to the Practice to collect their prescriptions. Once the repeat prescription is ready it is sent electronically from the Practice directly to the patient's nominated pharmacy. The patient can then collect their medication from their chosen pharmacy at a time to suit them (as lots of local pharmacies are now open longer). Our prescription team will be happy to explain more about this.

Prescription Direct Line: **0116 216 9636** (11am—4.30pm Mon—Fri)

Email:

prescription.merridalemedicalcentre@nhs.net

CHANGES TO OUR CLINICAL TEAM

Unfortunately two of our locum GPs (Dr Kagzi and Dr Tripathi) left the Practice earlier this month. We were sorry to see them go as they have proved to be very popular with everyone. We are actively trying to recruit salaried GPs to provide continuity of care for our patients.

Our Patient Awareness Event

The event which was held at the Practice on Friday 5th June went very well. We would therefore like to thank all of the patients who participated (including the members of our Patient Participation Group (PPG) who assisted on the day along with Practice staff. We hope that the event was enjoyed by everyone and helped to raise awareness about the great work which is being achieved by the PPG. It was also a great opportunity for us to seek patient feedback and to help to explain more about our prescription services. Congratulations to the winner of our patient quiz on the day too.

Next Newsletter - September 2015

This newsletter is available in other formats—please ask at reception



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