



Patient Surveys

Thank you to all of our patients who have helped us by completing various patient surveys this year, whether for Doctors, Nurses, Dispensary or any other surveys. Patient surveys are vital in helping us to ensure that we provide the best service to our patients.

The results are now analysed and are available on our website www.elmhayessurgery.co.uk, our patient information system and hard copy is available on request.

The results will form the basis of some action plans for the next year but the main focus for us based on the results of the survey is to review our appointment system in order that we can offer greater continuity of care and access to appointments within 48 hours.

We hope to complete a full review of our appointment system and implement some changes by the end of the Spring.

If you have any comments or suggestions on how we may improve our services, please address these to Sharon Taylor, Practice Manager or use the feedback section on our website. If you would like to join our Patient Representation Group, please ask at reception.

Thank you.

Prescriptions

Goodbyes

This spring we have said goodbye to Jenny one of the receptionists who has now retired and will be enjoying time travelling and with her family.

Jenny has been with us for 8 years and will be missed by all the team.

Please can we ask for your help when ordering prescriptions.

If you are leaving a prescription with us and do require this within 48 hours either from our dispensary, reception or from Lloyds Pharmacy could you please mark this as

“48 hour urgent”

This will help us identify those prescription requests which are really needed within 48 hours to ensure that we deal with these as priority.

Please note that the prescription fee will increase to £8.05 with effect from 1 April 2014. If you require a prepayment certificate, please ask at Dispensary.

Thank you.

New Staff

We have a new receptionist on the team. Debbie joined us in February although is new to general practice she is settling in very well.

Debbie has previous experience of administration and managing golf courses around Europe.





Extended Access Appointments

Lots of comments received on our surveys showed that patients are still unaware that we offer late surgery appointments on Mondays and Thursdays until 7.30pm and one Saturday morning clinic per month. These appointments are routine pre-booked appointments with a Doctor and are available for those patients who do not find it possible to attend the surgery during our usual opening hours, ie those who work, care for a relative or have child care commitments. Please ask our receptionists if you require one of these appointments. They are pre-booked in advance and will not be available to book on the same day. Nurses and dispensary services are not available at these appointments.

Opening Hours

Mon—Fri 8am—6.30pm

Telephone Lines Open

Mon—Fri 8am—6pm

Dispensary Opening Hours

Mon—Fri 8.30am—6.30pm

**Extended Access Appointments
available on request.**

Whooping Cough Vaccinations

Whooping cough can affect pregnant women and babies. We are offering this vaccine

- **to all pregnant women who are 28-38 weeks pregnant.**
- **To all women who are 39-40 weeks pregnant and**
- **To women who have had their baby but were not vaccinated up to 8 weeks after the baby is born**

OUT OF HOURS CARE

Our out of hours care provider is changing with effect from 1 April 2014. This will have no impact on the service provided to patient other than when the surgery is closed for staff training there will be a new telephone number. You will be able to get this telephone number from our telephone message or via our website. The new provider is called BDUC and they have huge experience of operating out of hours care in other areas of the country. If you need care out of hours the number to call is

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