



Hawkhill Medical Centre

Patient Newsletter

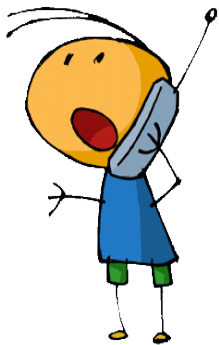
Autumn Issue
September 2016

New Telephone System & Home Visits

The Practice have recently installed an upgraded telephone system.

This new system allows all incoming and outgoing calls to be recorded for training and monitoring purposes.

We are currently experiencing some teething problems with the system and appreciate your patience.



HOME VISITS

Home visit requests should **only** be requested for patients who are too unwell or infirm to attend the Practice. The doctors would ask that home visit requests are made by contacting the Practice **before 10:00am** wherever possible. The Triage Nurse may be asked to assess the urgency and nature of your condition; this is to determine if a visit is required or if some other form of treatment would be more appropriate. You will **only** be visited by the Doctor if he/she agrees that the visit is necessary.

Doctors do not have to

medical requirement. If you are unable to contact the surgery yourself, please ensure your nominated person requesting the visit knows the details of your condition so that they can provide this to the Administration Staff—this will help prioritise the urgency of home visits.



Lack of transport is not a reason for a home visit.

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Flu Clinic

Flu season is fast approaching again this year.

The Practice will be holding an immunisation clinic on a Saturday morning in late October 2016.

Patients who fall within the criteria to receive their flu immunisation at

this clinic will receive an invitation to attend through the post—this will have the consent form on the reverse side for patients to complete and bring with them along to the clinic.

Patients not entitled to flu vaccination within the NHS can approach phar-

macies to enquire whether they are providing this as a private service. We are unable to do so within the surgery





**“Prescription
please”**

Repeat & Acute Prescription Requests

Repeat medication—this is medication that will be prescribed on a long term basis to a patient for the foreseeable future and will appear on the right hand side of your prescription which is your re-order form.

Acute medication—this is medication that has been started and will require monitoring by the GP to determine whether or not you need to

stay on this long term—this will not appear on the prescription re-order form. The GP may in due course switch this over to your repeat medication if appropriate.

Sometimes it may take longer than two working days to action your acute prescription request—this is because your GP may require more time to review this particular type of pre-

scription.

Please allow sufficient time when requesting your medication. We would recommend five working days to allow us to process your request to generate and check your request.



**“Appointment
please”**

Specialised Clinics

Dr Kelly Frullani & Dr Elaine Franks provide a specialist service to meet all family planning and contraceptive requirements. This service includes the fitting of IUD (coils) as well as Implanon insertion and removal. These can be booked by speaking to the Triage Nurse.

Dr Emma Fardon also runs a specialist service in minor surgery (*under local anaesthetic*) in the Practice weekly.

Please note that during these clinics these doctors will not be undertaking general consultations.



Consulting Times

You can make appointments by contacting the Practice on 669589 or calling in person at the Reception Desk.

The surgery is opening from 08:00—18:00.

When you are advised to call into the Reception Desk to make an appointment at 08:00—please be advised this is **NOT** the time you will see a clinician.

You will be provided an appointment for some time later that day

The Administration Team are advising you the best time to phone or call in to have a better chance of receiving an appointment for that day.

The Practice is extremely busy and often appointments are booked very quickly.



**“Appointment
Time”**

