

HANNAGE BROOK MEDICAL CENTRE

Patients' Newsletter September 2010

First edition

We have been thinking about starting a quarterly newsletter for patients for some time but we have finally got around to it because there seems to be so many things at the moment that we wanted to pass onto you and a newsletter seems a good way of doing so. The newsletter can also be viewed on our website www.hannagebrook.co.uk or if you would like a paper copy to take away with you these are available from reception.

A retirement

Dr Jill Rapoport is retiring from the practice at the end of September after 22 years of service to the people of Wirksworth and the surrounding area. We are sure all our patients, together with the remaining Partners and staff, will miss her and hope she has a great retirement.

A new partner

Dr Penny Blackwell, who some of our patients will have met when she was with us for a year until this July, is returning to the Practice in October as a partner. We feel that she will be a great asset to the Practice and will serve our patients well.

A new Practice Manager

Marilyn Ellis, who has been the very able Practice Manager here for the last 4 years, is leaving and Sandy Tomlinson, who has been our Trainee Practice Manager for the last 18 months, will become our new Practice Manager from 1st October.

Our Patient Forum Group

This group was initially set up to discuss the results of our annual patient survey but the patients attending thought we should broaden it out to involve more people and look at other issues that were important to our patients. The group though wanted to remain informal so there is no committee or steering groups to feel pressurised into joining! The group is also a useful source of feedback and ideas for the Practice. In fact starting a newsletter was a suggestion from the group!

The next meeting of this informal group will take place on **Tuesday 28th September at 10am** at the Medical Centre. See notice board for details. Everyone welcome.

Coffee morning

Derbyshire Carers Association are holding a coffee morning in our waiting area on **Tuesday 21st September 11am-1pm** when they hope to meet many of the carers in the Wirksworth area to enable them to publicize the work that they do supporting carers and give carers the opportunity to meet with other carers.

Have you changed your contact details?

If so please let us know so that if at any time we do need to contact you we can still do so. There is a form on reception desk that you can fill in so that we can make sure we have your correct address, landline and mobile telephone numbers on our computer system. Although we don't currently use e-mail addresses to communicate with our patients this may change in the future so we are also starting to collect these as well.

Repeat Prescriptions

More on this in the next edition of our newsletter as this is an area of our practice that we know we need to improve on – whatever changes we make to our procedures that repeat prescription black hole still sometimes exists! Just a few reminders for now though: you can obtain a log in from reception to enable you to order repeat prescriptions on line if this is easier for you than a written request as we are unable to take request over the telephone. We ask that you allow 48 hours to collect a prescription from reception and 72 hours if you want us to forward it onto the Pharmacy for you.

Annual flu campaign

Yes it's that time of year again! Our drop in flu clinics this year will be held on **Saturday 9th October 8.30am-12.30pm & Tuesday 19th October 9am – 6pm**. All our patients who are over 65 years are eligible as are patients in the following disease groups: Diabetes, Asthma, Stroke, Heart Disease, Chronic Liver or Kidney Disease, COPD, patients who are Immunosuppressed. If in doubt, check with Reception.

Comments and feedback

We always welcome feedback and comments whether positive or constructive criticism. There is a suggestions box on the wall near the arrival screen so please feel free to post a comment. We would love to hear more from our patients so that we can continue to improve the service we offer.

Next issue

To include - Annual reviews, our commitment to training the next generation of GP's and more on Repeat Prescriptions.