

KELSALL MEDICAL CENTRE NEWSLETTER

CHANGES AT THE PRACTICE

Barrow Surgery has closed due to lack of use. This change will allow us to concentrate on better patient care for all our patients

Angela Booth – receptionist and dispenser had a baby girl on 19th December and is now off on maternity leave



Kate Davies – Treatment room Nurse has decided after nearly 5 years to leave as she has a persistent back problem. We wish her a healthy 2012.

Liz Bowring – Practice nurse has been doing some work for us since May 2011 and has now joined the team and is settling in well.

Gwen Olson & Gill Alderman – Receptionists joined the Practice in July 2011

PATIENT PARTICIPATION GROUP

We have started a patient participation group for the following reasons



- Members of the group should be registered patients of the practice.
 - A format that encourages people to engage with the NHS, at the same time as engaging in their own health care.
 - Contribute to service development and decision making
 - Help with patient surveys, and discuss results
 - They can provide practical support for the practice.
 - They can contribute to the continuous improvement of services
 - Lobby local organisations, patients etc.
- Health awareness events i.e. walking/cycling/swimming/knitting/reading group
 - Provide services/facilities in the surgery i.e. resource library, health promotion information (where space allows)
 - Patient participation/reference groups were developed as a way to extend patient involvement.

We have had two meetings the details of which can be found on the website. One of the purposes of the group is to help improve the Practice with the help of a survey. The survey was done in July 2011. The group reviewed it and came up with the following recommendations:

- Newsletter to be created and distributed to as many patients as possible. The newsletter should contain information regarding the changed website and appointments and services, including telephone consultations as an option.
- Notify the newsletter information to Kelsall and Ashton websites as well as the local village magazines in Kelsall, Ashton, and Barrow. Identify if Tarvin or Barrow have a website.
- Receptionist to continue with the collation of information from patients who can not get appointments so we can identify the needs in the practice.
- All of the above should identify an improvement or a need which can be reassessed in the next survey in 2012/2013.
- Review the possibility of raising the seating safely in the waiting room

If you would like to join the group please let us have your name, address, phone number and email address and hand to reception or

E-mail info@kelsallmedicalcentre.org.uk with your details and someone from the practice or the group will contact you.

BOOKING AN APPOINTMENT

All appointments can be made by phoning the surgery. If you need to book a follow up appointment after an initial consultation with the doctor do it while you are in the surgery.

Morning appointments with a Doctor are booked on the day from 8am when the phone lines open. However the first 4 early morning appointment can be booked by ringing at 5.30pm the night before so giving you enough time to get to the surgery. There are at least 32 appointments every morning. They should be for more acute problems rather than reviews.

Evening appointments with a Doctor can be booked up to 2 months in advance. We do get cancellations so there maybe appointments available on the day. There are at least 10 appointments per doctor at night.

If you need an appointment and we can not oblige be prepared to tell us a bit about your reasons and we will be able to ask the doctors if they can fit you in.

Nurse & Phlebotomy appointments can be booked up to 2 months in advance.

Extended Hours Service

Routine nurse or doctors appointment are available in Helsby, Tattenhall Chester or Ellesmere Port, Monday to Friday 6.30pm to 8pm or Saturday 10am to 12noon by phoning 01244 385422 The outcome of the appointment will be sent back to our surgery to maintain your medical records.



TELEPHONE CONSULTATIONS

If you wish to speak to a doctor the receptionists will take your details and a little information about what you wish to discuss with the doctor and a doctor will contact you later in the day.

HOME VISITS

If you are too ill to come to the surgery or for someone to bring you to the surgery a visit to your home can be requested by ringing the surgery as early as possible. You must explain your problem exactly so the doctor has an idea of your problem. The doctor may ring you before he visits. All routine visits are done in the afternoon.



Website

The new website has been launched this week.

Same Address www.kelsallmedicalcentre.org.uk

Please take a look and let us know what you think. Hopefully you will find it informative and easy to use

WE WISH YOU ALL A HEALTHY 2012

February 2012