

Every month on average almost 100 appointments are missed! Please make sure if you don't need an appointment, you cancel it!



PATIENT PARTICIPATION GROUP

The first meeting of this patient forum was held at the Centre on Tuesday 30th September. The group agreed that we would offer feed-back to staff on service provision, offer ideas for improvements to be considered, to support local health care provisions and help in the promotion of health and well-being. To help us achieve our aims we need you, the patients, to pass on your thoughts to us so that we can take them forward. You can contact the chairman of the group, Jerry Stanford, on jerrystanford@btinternet.com or ring him on **01282 860050**. This is a new venture and its success depends upon your help and interest.

CARE CO-ORDINATOR CLINIC

Hi everyone, my name is Toni and I would just like to let you know I have a Care Co-ordinator clinic every Thursday for patients with complex medical needs. This is if you need to discuss your care plan and any concerns you may have. The appointments are half an hour long and run from 10 - 12:30 am every Thursday for the foreseeable future. If you know of anyone that you feel may benefit from this service, please pass the details on below.

Thank you all
Toni Ruddy (Care Co-ordinator) 01282 731731

APPOINTMENTS

Our reception staff are here to help you in every way possible and sometimes we need to ask you a few questions to make sure you are signposted to the correct clinician.

Please be aware that -

- **Sick notes** - if you need a renewal, you may not always have to see a doctor. Please ask at reception and we will guide you.
- **Medication** - if you require medication or you have a query you may not always have to see a doctor. Have a chat with one of our girls on reception, they are there to help you.
- **Minor Ailments** - you can see a nurse for this and she is able to prescribe if appropriate. Most cases a doctor is not needed but if the nurse feels you should see one, she will refer you. e.g. urine infections, sore throat, rashes, upset stomach etc. If you are not sure, please ask, we can save you time having to come up to the surgery.



Beat provides helplines, online support and a network of UK-wide self-help groups to help adults and young people in the UK beat their eating disorders.

www.b-eat.co.uk



ovarian.org.uk

#Walkinhername - 1 March 2015—31st March 2015

Are your boots made for walking? For Ovarian Cancer Awareness Month in March 2015 we're asking you to club together to organise a local walk #InHerName. The money you raise will fund our life-

If you are over 75 more time will be allowed for you to see the clinician of your choice at the practice.



If you are in a queue and don't have an appointment, please be patient and stand back to give the person in front some privacy.

The practice is **closed every Wednesday from 12:15 until 1:30pm** for training purposes. Please call the usual number in the event of an emergency.

Every Wednesday from 1:30 - 3:45 pm we hold a stop smoking clinic at the surgery. If you feel you need some advice or want to stop smoking this clinic is for you.

Please be aware that **there is a charge** for non general medical services such as private medicals, letters and passports etc. Please ask at the surgery for more details.

If you have recently been **discharged from inpatient care in hospital** our Care Navigator Joanne or Colette will be giving you a quick call to see how you are, so if you have any problems at all please do not hesitate to share them with her.

Please remember that prescriptions take 2 working days to process

For your information....

OPENING TIMES

Monday: 8 - 6:30 pm
Tuesday: 8 - 8 pm
Wednesday: 8 - 6:30 pm
Thursday: 8 - 6:30 pm
Friday: 8 - 6:30 pm

CLOSED SATURDAY & SUNDAY

We also offer extended hours—please ask one of the girls at reception.

Did you know that you can sign up to a local pharmacy to collect your repeat prescription? All you need to do is contact the pharmacy of your choice and sign a form.

All **hospital prescriptions must be collected from the hospital pharmacy** as certain medications are not available from your GP or local pharmacy.

Please make sure that if you hand in a sample, your name and date of birth is present. We can not process your sample if we do not know who you are.

ALL SAMPLES MUST BE HANDED IN BEFORE 3PM.

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Richmond Hill Practice

01282 731731

www.therichmondhillpractice.co.uk

Colne Health Centre
Craddock Road, Colne,
BB8 0JZ



Welcome to the Richmond Hill Practice newsletter which will be available every 3 months. It will help you keep up to date on news and events which may affect you as a patient.

PATIENT FEEDBACK

As a family run practice we encourage patient feedback and welcome any comments good or bad as a stepping stone for improvement.

If you would like to share your feedback with us we have many ways of doing so i.e. verbally, email (repeats.p81025@nhs.net) or by letter form.

If you would like to address a complaint you are very welcome to pick up a complaints form at reception or make an appointment with the practice manager. Please visit our website for more information.

THE 'FRIENDS & FAMILY TEST'

Would you recommend this surgery to friends and family?

In the past couple of months you might have been asked to answer a couple of questions about your experience when attending your appointment. This is an ongoing study and is an important opportunity for you to provide feedback on the services that provide your care and treatment. Your feedback will help NHS England to improve services for everyone.

Please visit NHS Choices or NHS England for more information

Please be aware that there is a self checking in machine to the right of the main reception desk on the wall. This allows you to check yourself in for any of your appointments so you don't need to queue.

PATIENT ACCESS - SUMMARY CARE RECORD

Did you know that you can book an appointment with a doctor online at anytime of the day **AND** there is even an app for it on your mobile phone! All you need to do is register for online booking at our reception, login in at www.patient.co.uk then download the app and enter your login details.

Services offered by our practice -

- Book, cancel, amend or print an on-line appointments
- View or print off medication, allergies, adverse reactions, immunisations and a summary which will include past and present problems.

You are **not able** to order your repeat prescription via this service yet but you can do so via our email address - repeats.p81025@nhs.net



NHS
HEALTH
CHECK

Helping you prevent

diabetes

heart disease

kidney disease

stroke & dementia

If you are aged between 40 - 74, this is your chance to get your free MOT. There are many upsides to having an NHS Health Check, at no cost to you. As we get older, we have a higher risk of developing something serious like high blood pressure, heart disease or diabetes. Your NHS Health Check can spot the early signs of these conditions which means you'll be more likely to enjoy a healthier life for longer.

If you are interested please have a chat with one of our receptionists and they will make you an appointment with one of our nursing team.

Tel: 01282 731731

Please make sure you
update your contact details.



Please make sure you display your parking permit. You can park for up to 2 hrs and they are available at the main reception.

Richmond Hill Practice prides itself on delivering a high standard of professional medical care for all the family. Your physical & mental wellbeing is our priority and we aim to achieve this at all times with dignity and respect.