

# IF YOU DON'T NEED YOUR APPOINTMENT, PLEASE CANCEL IT!

If you don't receive a text message reminder for your appointment, this could be for many reasons e.g. computer error, mobile phone network, incorrect number etc. Please don't use this as an excuse or reason for missing your appointment. This free service is a reminder only and we would like to think you accept responsibility for the appointment you have made. We would advise you to make a note of your appointments in your diary, mobile phone or maybe pop a note on your fridge. 😊



If you receive an appointment reminder via text and you want to reply to that message and cancel it. Please make sure you text back with the word **CANCEL** and this word only as our MJOG service will not recognise anything else, therefore not cancelling your appointment. The instructions within the message are nice and easy to follow



## The Foot care Service

Offering a friendly Toe Nail Cutting Service in the comfort of your own home.

Tel: 0800 978 8446

Email: info@thefootcareservice.co.uk

## HANDY PERSON SERVICE

St Vincent's run a handy person service for over 60's and disabled people. It is financially supported by the Lancashire Supporting People Partnership and they offer their services in Rossendale, Pendle, Ribble Valley and Burnley.

Their service includes small joinery, plumbing, building or decorating jobs including fitting curtain rails, assembling flat-packed furniture, shelving, door chains, key safes, tap washers, overflows, toilet seats, gate and fence repairs, grab rails, power washing flagstones etc. The service **does not include** gas or electrical repairs and repairs that involve the use of ladders.

**£5 PER HALF HOUR + MATERIALS AND VAT**  
**JOBS SHOULD NOT TAKE LONGER THAN 2 HOURS.**



If you don't already know, The Richmond Hill Practice is taking part in many research studies including CANDID, HEAT, TIME & INTEGRATE. Should you be suitable to participate in any of these studies your GP or nurse will discuss this with you at your appointment. We are also having more medical students with us in August as we work towards becoming a teaching practice.

**For your information....**

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

**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.**



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



### Road Safety

There has been a few near misses on the surrounding roads of the Health Centre and the carpark so please make sure you are paying attention. If you are crossing any roads please make sure you look both ways before you cross, as there are many cars about coming and going into the Health Centre car park. If you are driving please also be aware of the entrances and exits to the car park facilities as we have witnessed some drivers treating the drive ways as a rat race. The car park is also one way so please make sure you follow these road markings so nobody gets hurt.

The Richmond Hill Practice has also applied for a barrier to be put in place at the Craddock Road junction near the Police Station as we find it very dangerous for pedestrians trying to cross when many cars are pulling out into the one way system.

Please remember that you need to display a parking



disk to park in the Colne Health Centre carpark.

## MACMILLAN. CANCER SUPPORT

Macmillan coffee morning will soon be here. On the 25th September thousands of people in the UK will raise money for a fantastic cause catching up over a cuppa and some well needed cake. Why don't you hold your own coffee morning to help those battling with cancer.

You can do anything to raise money so why not visit [www.macmillan.org.uk](http://www.macmillan.org.uk) now and get some ideas and get involved



The flu season will be here soon. You won't receive a letter this time so please keep a look out at the surgery around September and October. We will let you know when you can start booking your appointments for a flu jab.

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.



We would really appreciate your feedback! If you don't already know we are advertising the **Friends** and **Family Test** (FFT) which gives you a chance to have your say about The Richmond Hill Practice. We have been running this since December 2014 and next month all the results will be discussed with our Patient Participation Group. We will aim to try and rectify any issues and take on board your comments. After your appointment you will receive a text message asking you to rate the Richmond Hill Practice, then when you have replied, another text message will follow asking if you would change one thing about us, what would it be. There are also questionnaires at reception on top of a blue NHS box so please let us know how you feel.