

Birbeck Medical Group

Spring 2013

Newsletter

Issue 1



Birbeck Staff News

We say goodbye to Dr Barr and Anne Bowmer (Practice Manager) at the end of March.

We welcome new GPs Dr Scott and Dr Mellor. Amanda Riley will be starting her new role as Practice Manager from 1st April.



Appointments

Appointments can be booked up to 4 weeks in advance. Should you feel that you need to be seen more urgently please make the Receptionist aware and we will try to facilitate your request. The Practice also offers a number of telephone appointments if you feel a clinician could deal with your problem by phone



Results

We ask that patients waiting for results contact the Surgery a minimum of 3 days after any test is taken although some results may take longer. Please telephone the Surgery after 11:30am.



Do we have your latest number

We send free text message appointment reminders. Please let us know if you have a mobile phone number that you would like adding to your record or if your details have changed so we can keep things up to date.



Penrith Health Centre, Bridge Lane, Penrith, CA11 8HW
Tel: 01768 214620 www.birbeckmedicalgroup.co.uk

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Electronic Prescription Service

The NHS has introduced an Electronic Prescription Service making collecting your prescriptions easier and more convenient. You can 'nominate' a pharmacy so they can receive your prescriptions electronically. This could save you a trip to your GP practice.

Are you a carer?

We would like to support you and can also pass your details to Eden Carers who can offer you further support, training and health information.



NHS 111

From the 21st March 2013 the NHS is introducing a new 24hr telephone service. If you telephone the Practice outside of our opening hours, you will be asked to hang up and dial 111. When you call 111 you will speak to an adviser from the NHS team. NHS 111 is free when calling from both landline or mobile telephone.

Feedback or Suggestions

Do you have any feedback or suggestions about the services we provide, our facilities or anything else? We have a suggestion box in our waiting room if you would like to share your comments or please speak to a member of staff.



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