

## NEWSLETTER – SPRING 2014



**Dr Chris Oates** retires on 31<sup>st</sup> March 2014 and would like to thank everybody for their good wishes.

**Dr Andrew Parker** will be leaving us on 30<sup>th</sup> June, and **Dr Hilary Enevoldson** will be retiring on 5<sup>th</sup> August. We will therefore be welcoming four new partners to the surgery:

- **Dr Alison Latin** (who is already working in the practice as our Registrar)
- **Dr Ken Atkinson**
- **Dr Rebecca Owen**
- **Dr Ailsa Mitford**

We will have two locums working in the surgery from the beginning of April:

**Dr Bruce Willoughby** and **Dr Lesley Nixon**

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During this transition period we will be not be able to offer many routine appointments on Fridays, so we ask that you try to book in on other days for non-urgent matters.

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We are also intending to move to a “pooled list” system, which means that patients will no longer be assigned to a specific doctor within the practice, but will be registered with “Mayford House Surgery”. It is already the case that you can see any doctor in the practice; you do not have to see the doctor with whom you are registered.

### **Linda Layfield**

Some of you will remember Linda Layfield, our senior nurse, who retired on grounds of ill health over two years ago. Linda sadly died recently; our thoughts are with George and her family.

### **Dental Care**

We do not provide emergency dental care. If you are not registered with a dentist and you require emergency dental care you need to telephone **01482 335484**.

### **Telephone and Nurse Appointments**

You may not always need to come to the surgery to see a doctor – telephone consultations are available whereby the doctor will ring you back at an agreed time. We also have a nurse-led minor ailments clinic.

### **Registering for Online Appointments/Repeat Prescriptions**

Due to a change in our computer system, patients who wish to register for the above services will need to provide photographic ID, such as a driving licence or passport.

### **Bus Service**

We would like patients to know that we as a practice, and the Patient Participation Group, wrote to the local council to register our objections to the changes to the local bus services.

### **Patient Survey**

Thank you to all those patients who completed our recent survey. The findings have been discussed with our Patient Participation Group and our action plan will appear on the practice website shortly.

### **Medication Delivery Service**

We have been providing a free repeat prescription delivery service for some months now to the villages of Brompton and Morton on Swale. Deliveries are made on Tuesday and Thursday. Please speak to our dispensary staff if you would be interested in this service. We are hoping to expand to other villages in the future, so watch this space.

### **Prescription Charges**

The NHS prescription charge in England will increase by 20 pence from £7.85 to £8.05 for each quantity of a drug or appliance from 1 April 2014.

### **Easter and May Bank Holidays**

Please note the surgery will be CLOSED on the following dates:

- Friday 18<sup>TH</sup> April (Good Friday)
- Monday 21<sup>st</sup> April (Easter Monday)
- Monday 5<sup>th</sup> May (May Bank Holiday)
- Monday 26<sup>th</sup> May (Spring Bank Holiday)

**PLEASE ENSURE YOU ORDER YOUR REPEAT MEDICATION IN GOOD TIME**