

# MAYFORD HOUSE SURGERY



## NEWSLETTER -WINTER 2015

[mayfordhouse.co.uk](http://mayfordhouse.co.uk)

### Reception Alterations

During November we have undertaken some work to make improvements to our reception area, these include:

- more seating in the waiting area
- enhanced privacy at the reception/booking in desk
- easier access to the dispensary window
- improved disabled toilet facilities
- small library of patient information leaflets

We hope you like the changes and welcome any feedback.

### Clinical Pharmacist

We are happy to announce the addition of Jennifer Greenbank to the practice team. Jennifer is available to consult patients if a medication review is required, please state that you require a medication review when making the appointment.

### Paramedic

We now have paramedics attached to the surgery who may undertake some home visits on behalf of the doctors.



### Access to Health Records

From 1<sup>st</sup> February 2016 if you have online access to SystmOne, you will be able to request access to some of your medical records. Your doctor will need to authorise the request which may take up to 28 days. If you wish to apply for online access you will need to bring two forms of ID to the surgery, one of which must be photographic.

### Telephoning for Results

Please telephone for pathology/x-ray results **AFTER 11.30 a.m.** as this gives the doctor time to check the results. Thank you for your co-operation.

## **Repeat Dispensing**

The practice hopes to offer patients repeat dispensing in the near future. This is an alternative way of getting your regular medicines without asking your GP surgery for a prescription every time. We will keep you informed.

## **Appointments**

We have noticed an increase in patients arriving late for appointments, or not attending at all. Please ensure that you arrive promptly for your appointment. If you are not able to attend please let us know in good time so that the appointment can be given to another patient.

## **NHS Friends and Family Survey**

As a practice we are keen to improve our services and to encourage feedback from patients. As you leave the surgery please take some time to complete our simple, one question survey which is on the tablet to the right of the main entrance. You can fill in a form if you prefer, or complete the survey at home via our website. Thank you

## **Christmas and New Year Opening Hours**

Thursday 24th December	8.15 a.m. – 6.30 p.m.
Friday 25th December	CLOSED
Saturday 26 <sup>th</sup> December	CLOSED
Sunday 27 <sup>th</sup> December	CLOSED
Monday 28th December	CLOSED
Tuesday 29th December	8.15 a.m. – 6.30 p.m.
Wednesday 30th December	8.15 a.m. – 6.30 p.m.
Thursday 31st December	8.15 a.m. – 6.30 p.m.
Friday 1st January 2016	CLOSED
Saturday 2 <sup>nd</sup> January 2016	CLOSED
Sunday 3 <sup>rd</sup> January 2016	CLOSED
Monday 4th January 2016	8.15 a.m. – 6.30 p.m.

If you need to see or speak to a doctor whilst the surgery is closed please telephone 111.

Please ensure you have a sufficient supply of medication to cover weekends/banks holidays, so as to help alleviate the pressure on the NHS 111 service. The practice offers patients the option to order medication over the internet, please ask at reception or see the information on our website.



**The doctors and surgery staff would like to wish all patients a Merry Christmas and a Happy New year.**

