Spring 2015

The Medical Centre  
Newsletter

NHS



**Self-Arrival Reminder!**

May we remind you the **self-arrival screen** is available for you to use, it is extremely easy to use and will avoid unnecessary queuing at the desk - just follow the instructions on the screen.



**Arrive in good time**

If you have an appointment at the surgery, please arrive in good time. If you arrive late, you may have to wait to be seen or asked to come back on another day.

**Change of Contact Details**



It is very important to ensure that all patient details are up to date at all times. If you have recently changed your **name**, **address** or **telephone number**, please make sure you inform the Receptionist so that we can keep your records up to date.

Please remember that if you have been referred to the hospital, you will need to inform them also.



**SMS**

We offer free appointment reminders via text message. You will receive a text to confirm the booking of your appointment and also a reminder text the day before your appointment.

We may also text you with other information that we feel you may need to be aware of; for e.g. the next flu campaign or when you next diabetic/asthmatic check is due.

If you do not wish to receive text messages then please let a member of staff know. Thank you



**Appointments**

Upon booking an appointment you will be asked to give a brief reason for making an appointment, this is to help the Receptionist to book you in with the right clinician. However, if you are booking an appointment at reception you are entitled to not give a reason.

**Cancellation of appointments**

Over the last few months, there has been a considerable increase in the number of appointments being cancelled at short notice which we are then unable to offer to other patients.

**Please make every effort to attend to all appointments made.**

* If you do need to cancel an appointment please give at least 24 hours’ notice
* Please also remember that if you cancel an appointment it may not be possible to offer you an alternative appointment on the same day.

***With your help, we will be able to utilise these valuable lost appointments.***

**Staff Training Dates**



****The Medical Centre is closed for staff training from 12.00 pm on the following dates:

* **Wed 22nd April 2015**
* **Wed 17th June 2015**
* **Wed 24th June 2015**

Please remember to collect prescriptions before 12pm.

**To access a doctor in an emergency please telephone:**

**01302 349431**



**DNA (did not attend)**

In the last 3 months we have had a total of 609 DNA (did not attend) appointments which are shown below:

December – 203

January – 221

February - 183

**Repeated DNA (did not attend) offenders may be removed from the practice list.**

To cancel an appointment please call:

**01302 349431**

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| **Choose Well**  There are many different ‘Choose well’ ways that you can help yourself get the right kind of care:   * **Self-care** – look after yourself at home with a well-stocked medicine cabinet * **Pharmacist** – for expert advice on common illnesses and the best medicines to treat them * **GP (doctor)** – for illnesses that just won’t go away, arrange to see your doctor * **A&E or 999** – only if you need very urgent medical attention   **Always pick the care you need**  **Out of Hours**  If you need to contact a doctor outside normal surgery hours please phone the surgery number (01302 349431). Your call will then be redirected to the out-of-hours service.  “The surgery always offers prompt appointments on day of calling with either nurse or doctor. Excellent service to patients.”  **Feedback from patients** | **Your Patient Participation Group needs you:**  Our next patient participation group will be on 23rd April at 13:30pm.  Jo Liversidge will be coming in to increase awareness of Dementia within community.  Patient participation group is opened to all patients. Just come to The Medical Centre on 23rd April at 13:30pm and join in.  The rest of the dates for the patient participation group are available online and The Medical Centre.  **Whooping Cough**  **Whooping Cough Vaccinations are offered to Pregnant Patients who are 28 - 38 weeks pregnant.**  Those Pregnant patients, who are within this stage of pregnancy, please ask a receptionist to book you in for an appointment. |
| “I am a coeliac and I used to be in a practice where I struggled to get an appointment and GP prescriptions but with this practice nothing is too much trouble and the staff are fantastic.”  **We are on the web:**  **www.medicalcentredoncaster.co.uk**  We are on the web:  www.**medicalcentredoncaster**.co.uk  “Very prompt action for hospital referral.”  “My nurse Shelley is fabuloose, there is nothing what needs to be improved.”  **Don’t be without your practice booklet  Download today Scan with mobile phone**  “The Medical Centre in Frances Street, Doncaster must be one of the best in the country. Ring any time and a nurse will ring you back. If they can help over the phone they will. If you need to see a nurse, one is available within an hour or so.” |  |

