



# Hadwen Medical Practice

NEWSLETTER ISSUE 12 – January 2019

Welcome to the latest edition of our Practice Newsletter. This edition includes details of the completion of the redevelopment of our Glevum Way surgery, the offer of free NHS Health Checks, and the support that we can offer to carers.

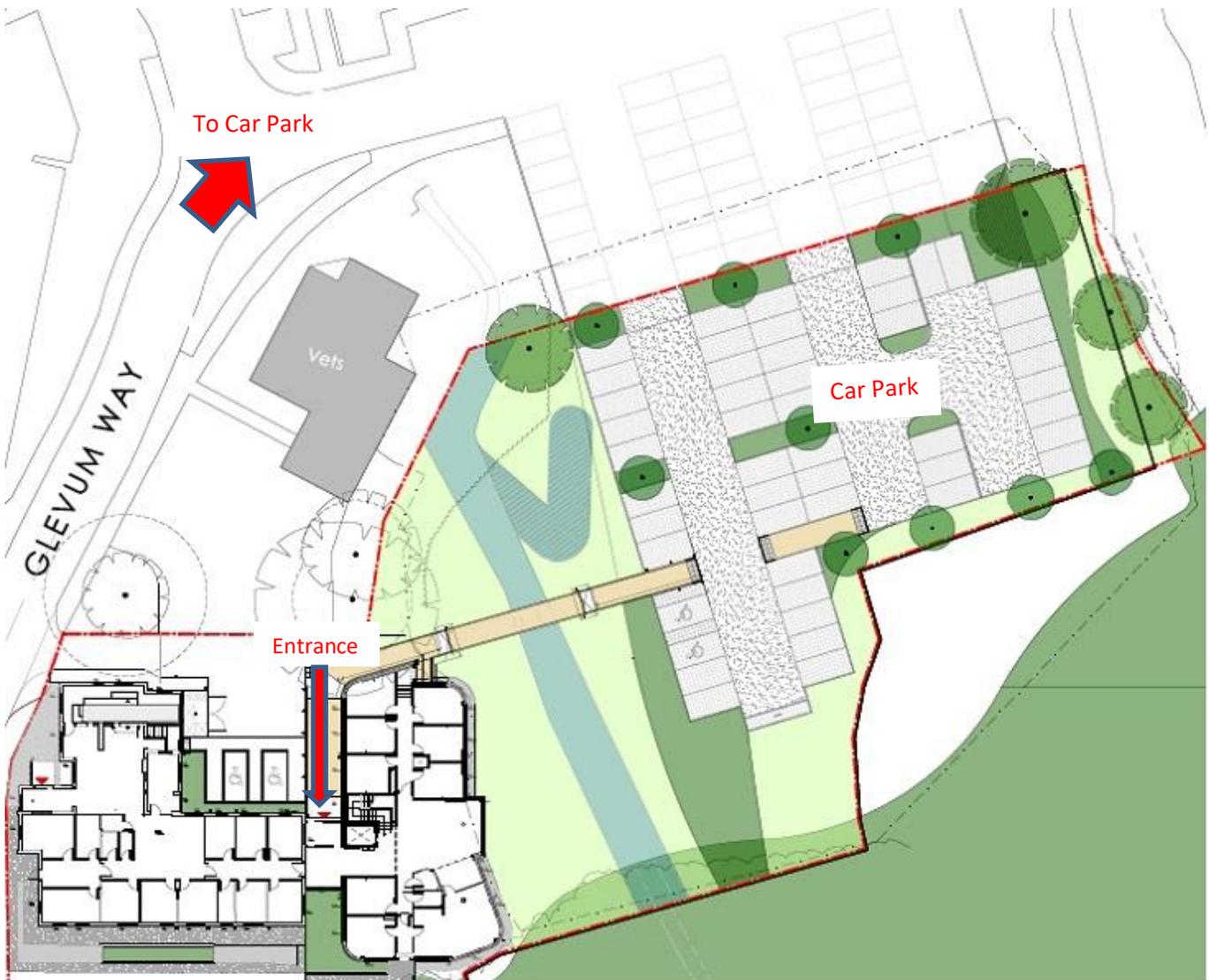
*Jan Robertson*  
Management Partner

## Completion of the redevelopment of our Glevum Way surgery

Phase 2 of the redevelopment of our Glevum Way surgery was completed at the end of October 2018; this brought an end to the project

that commenced the previous January. For those that have yet to visit the surgery, a site plan is shown below. We now have a large car park to the rear of the building which can be accessed by driving along Glevum Way, past the Community Centre. There are two disabled car parking spaces close to the main entrance and a further two close to the footbridge. Inside the building there are now three waiting areas: Waiting area A is on the ground floor by the main reception desk, Waiting area B is on the first floor (lift access is available), and Waiting area C is on the ground floor in the refurbished part of the building.

*Site Plan of Glevum Way Surgery*



## Free NHS Health Checks

We are offering free NHS Health Checks to people aged between 40 and 74; the check is to assess any future risk of developing heart disease, stroke, kidney disease or diabetes. If there are any warning signs by taking early action we can work together to improve an individual's health and prevent the onset of these conditions. The check will take place at our Glevum Way Surgery and will consist of a simple blood test to measure cholesterol level, glucose and kidney function. This will be followed by a 30 minute appointment approximately a week later, when the results of the blood test will be available. The check is based on straightforward questions and measurements such as age, sex, family history, height, weight, and blood pressure. We are inviting eligible patients for the check alphabetically. If you have already been offered an NHS Health Check and would now like to book an appointment please ring the surgery on our appointment line, 01452 529933, after 2pm weekdays. You will also need to complete a pre-assessment questionnaire which can be collected from the surgery when you attend for the blood test.

## Carers

We recognise the valuable role of Carers; those who support and care for others, and have compiled a register to identify Carers to ensure that we can offer all possible help and advice to support them in their essential caring role. If you are caring for someone, at home or elsewhere, who has a physical or mental illness, has learning difficulties, suffers alcohol or drug addiction problems or who is disabled, elderly or frail then you are a Carer. Carers often do not recognise themselves under the term "carer". They see themselves as just helping someone who could not remain living in their own home without the help they provide. A Carer can be an adult or a child. Many Carers juggle paid work or study with their unpaid caring role. The term "carer" should not be confused with that of an employed care worker or someone who acts as a volunteer for an organisation. To newly register as a Carer with the Practice, please visit our website

[www.hadwenmedicalpractice.co.uk](http://www.hadwenmedicalpractice.co.uk) or ask at reception for the relevant form.

## Opening Hours

Our Wheatway Branch Surgery closed at the end of August 2018. The practice's normal opening hours for our Glevum and St Michael's surgeries are as follows:

### Glevum Surgery

Monday	8.00am – 6.30pm
Tuesday	8.00am – 8.00pm
Wednesday	8.00am – 8.00pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
Saturday	8.00am – 11.30am

### St Michael's Branch Surgery

Monday	8.45am – 12.30pm 1.30pm – 6.00pm
Tuesday	8.45am – 12.30pm
Wednesday	8.45am – 12.30pm
Thursday	Closed
Friday	8.45am – 12.30pm 1.30pm – 6.00pm

## Online Services

We now offer an improved online service enabling you to book your appointments and order repeat prescriptions online and Hadwen are one of the top 5 practices in the country for patient utilisation of online services. To register for online services please login to our website [www.hadwenmedicalpractice.co.uk](http://www.hadwenmedicalpractice.co.uk) and select the 'register for online services' option. Once registered, you will have access to the following online services:

**Online appointment booking.** You will have the flexibility to book and cancel GP appointments at all three of our sites from home, at work or any location with internet access. You will not have to queue at the Practice or wait on the telephone and you can manage your appointments both inside and outside practice opening hours.

**Request your repeat prescriptions.** You will be able to request your repeat prescriptions quickly online by logging into your account and simply selecting the appropriate boxes. You can review the progress of your repeat prescriptions and any message that the practice may have sent to you