



# Hadwen Medical Practice

NEWSLETTER ISSUE 5 - JULY 2014

**Welcome to the Summer 2014 edition of the Practice Newsletter. This edition includes a welcome to our new GP, information about changes to our appointment system, this year's flu clinic dates, and a reminder of the practice's opening hours.**

*Jan Robertson*

Practice Manager

## **Welcome to our new GP**

We are delighted to announce the arrival of a new GP at the practice, Dr Kathryn Hayman, who started working at the practice on 3 July 2014. Dr Hayman qualified as a GP in August 2009 and has been working in the Oxfordshire area prior to joining the practice. She currently works six sessions per week – all day Monday, Thursday, and Friday.

## **Changes to our Appointment System**

With effect from 1<sup>st</sup> September 2014 we are simplifying our appointment system. From that date the appointment types that we offer will be as follows:

### **Urgent**

For patients who need to be assessed or seen the same day. Patients will be seen or contacted by our on-call triage team.

### **Telephone Consultation**

Suitable for patients who do not need to be seen in person.

### **Routine**

Suitable for those patients with non-urgent needs or those requiring on-going treatment. These appointments are available to book up to eight weeks in advance either by using the automated telephone system or by phoning, or calling into the surgery.

A limited number of routine appointments will also be released each day at 1230 for appointments the following working day. These appointments can be booked by phoning or calling into the surgery.

If you do not require an urgent, same day appointment, we would be grateful if you therefore do not phone or call into the surgery until after 1230. This will enable urgent appointment requests only to be dealt with in the morning, and therefore spread demand on our telephone system more evenly throughout the day which should, in turn, hopefully reducing the waiting time for phone calls to be answered during peak periods.

Please also try and help ease demand by considering other sources of advice and support so that appointments are available for those with the most need. Our website gives good advice about colds, sore throats, coughs, and other ailments. Your local pharmacist can advise you about these issues too. Please also remember that injuries should be seen at the A&E department of Gloucestershire Royal Hospital.

## **Gloucester Health Access Centre (GHAC)**

The Gloucester Health Access Centre, based in Eastgate House, has been developed by the Gloucester GP Consortium and NHS England. If you are unable to find a suitable appointment at the surgery you could consider attending one at GHAC. They are open every day of the year, including Sunday's and Bank Holidays, from 8am to 8pm and can be contacted on 01452 336290. Their website, for further information, is [www.ghac.co.uk](http://www.ghac.co.uk). Details of any consultations at GHAC are forwarded to the surgery so medical records will always be complete.

## Did Not Attend (DNA's)

The high number of patients who DNA appointments remains a cause of great concern for the practice. Please do your part in improving patient access by remembering to cancel an appointment if you no longer require it. There are many ways that this can be done – in person, by phone, through the automated phone system (for routine appointments), through the online services on our website, or by text if you are signed up to our appointment reminder service. As long as you give the practice more than an hour's notice that you no longer need the appointment, it can usually be rebooked with another patient. A significant decrease in the number of DNA's would greatly help improve access at the practice.

## Flu Clinics

The dates for this year's flu clinics have been set as Saturday 27<sup>th</sup> September 2014, and Saturday 18<sup>th</sup> October 2014. Eligible patients will be advised by letter, in early September, of the day and time that they are invited to attend for their flu inoculation.

## Opening Hours

A reminder that we have extended opening hours on Tuesday's, Wednesday's, and Saturday's at our Glevum Surgery. The practice's normal opening hours 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 – 10.30am

### 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 8.45am – 12.30pm  
Friday 8.45am – 12.30pm  
1.30pm – 6.00pm

## Wheatway Branch Surgery

Monday 8.30am – 12.30pm  
1.30pm – 6.00pm  
Tuesday 8.30am – 12.30pm  
1.30pm – 6.00pm  
Wednesday 8.30am – 12.30pm  
1.30pm – 6.00pm  
Thursday 8.30am – 12.30pm  
1.30pm – 6.00pm  
Friday 8.30am – 12.30pm

## Repeat Medication Collection Times

Please note our turnaround times for repeat medication requests:

Deposited with Surgery	Collection Date
Monday	After 2pm Wednesday
Tuesday	After 2pm Thursday
Wednesday	After 2pm Friday
Thursday	After 2pm Monday
Friday	After 2pm Tuesday
Saturday/Sunday	After 2pm Wednesday

We try our very best to have your prescription ready on time. Occasionally though, there may be delays due to GP availability and volume of prescriptions received. To help us it would be appreciated if you could submit your repeat medication request as early as possible.

## Glevum Pharmacy

Access to the pharmacy is available through the surgery during practice opening hours. After hours, the pharmacy has its own independent access via the surgery car park.

Opening hours of the pharmacy are:

Monday 0800-2300  
Tuesday 0800-2300  
Wednesday 0800-2300  
Thursday 0800-2300  
Friday 0800-2300  
Saturday 0800-2200  
Sunday 0900-2000