

Newsletter

Penkridge Medical Practice

Issue 2
Winter 2016/17

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Telephones

We were hoping by now that our new phone system would be up and running. Unfortunately, we have encountered some problems beyond our control and that of our providers. In order to work effectively the new phone system must connect to our computer network. We are now waiting on work to be completed by NHS IT Services before the system can be installed. We are hopeful this will happen early April. We are sorry this has been delayed, we-



Pneumococcal

Vaccines are now back in stock. We are offering pneumococcal vaccinations to those patients who meet the eligibility criteria - 65 years of age or over, those diagnosed with a long term condition such as COPD,

know some of you are still experiencing delays when trying to phone the surgery.

Once the new phone system is in place there will be some changes to how and when we handle some requests from patients. We are making these adjustments to try and help manage the workload and we know other surgeries also handle requests this way. For example

- ◆ Queries about repeat prescriptions will only be dealt with 8.30am—12.00noon. The system will direct you to the person dealing with this. If you phone outside these times you will



be asked to phone back the next working day.

- ◆ Queries about test results will only be dealt with during a set time each day.
- ◆ You will be able to phone the surgery and leave a message to cancel an appointment. This will be available 24 hours a day 7 days a week. You will just need to leave your personal details and the date and time of the appointment you wish to cancel.

diabetes, patients with liver or kidney disease or patients whose immune system is suppressed due to medication or illness. Ask your clinician or at reception if you would like to have this vaccine.

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Opening Times

Mon 0800-1830
Tues 0800-1830
Wed 0800-1945
Thur 0800-1200
1400-1945
Fri 0800-1830

Every Thursday we are closed for staff training 1200-1400.

Once a month the local Clinical Commissioning Group provide GP cover so that doctors can attend updates and training. During this time the Practice will be closed and you will be advised to call 111 if you need urgent medical assistance.

Future Training dates for 2017 are
Thursday 2 March
Thursday 6 April
Thursday 4 May
Thursday 8 June
Thursday 6 July
Thursday 3 Aug
Thursday 7 Sept
Thursday 5 Oct
Thursday 2 Nov
Thursday 7 Dec

These sessions are 1200-1830

Keeping in Touch with our patients

Shingles Vaccine

This vaccine is now available to those patients who are 70 or 78 from 1 Sept 2016. They are also available on a catch up programme to those who are 71, 72,73 and 79 from 1 Sept 2016.

See posters in the surgery for more details and book your appointment at reception.

Retirements

Two of our long serving members of staff retired at the end of January. Rosemary Brookes (Healthcare Assistant) and Sandra Mason (Receptionist) both had worked at the surgery for more than 20 years. We wish them well in their retirement.

New Faces

We are still trying to recruit a GP, however Dr Saeed Anwar is working one day a week at the Practice for a while to help us out. Dr Anwar is a GP in a Stafford Practice. We welcome him.

Changes to Community Services

There are a lot of changes happening to community services locally. These are services such as District Nursing, Social Care and Health Visiting.

We previously had District Nurses based at the surgery, but they were moved out about 18 months ago.

Social Workers

This week we have been sorry to see the Social Workers move out. The team covering Penkridge has now been moved to Rising Brook. This is not a move agreed by the Practice, and we tried to negotiate that they remain, but were unsuccessful.

Health Visitors

The Health Visiting Service is also undergoing significant change. There are currently no Health Visitors based at Penkridge, and the caseload is being managed by the Brewood Team. However, the team are still running the well baby clinic here at the Practice each Wednesday. If you need to contact a Health Visitor please phone 01902 859906.

New Services at the Surgery

We now have ultrasound clinics being run at the surgery twice a month. The clinics cannot currently accommodate all types of ultrasound scans, but if you are referred by a GP the provider operating the clinics (Health Harmonie) will offer you an appointment at Penkridge if appropriate.

From April a wheelchair assessment service will operate on a monthly basis from the surgery. Op-care will be running the NHS service and will offer appointments at Penkridge to patients if appropriate.