

Summer Issue July -September 2016

# Horsmans News Letter

## Welcome to Horsmans Place Surgery...

### Pre Bookable Appointments

You can book these 4 weeks in advance for GPs, baby clinic and our Phlebotomy Clinic. Baby clinic appointments are held on a Tuesday and Friday. You can book appointments 8 weeks in advance with our Nurses.

### On the Day Appointments

These appointments get released at 8am each morning for am appointments and 12.30 PM for afternoon appointments with GPs.

### Emergencies

Every day we have a Duty Doctor that deals with medical emergencies. Emergency appointments cannot be booked for Prescription updates or Medication certificates. Afternoon appointments get released at 12.30pm

## Prescriptions

Prescriptions take 72 hours (3days to process). We do not take prescription requests over the phone. However you can contact your local pharmacy and ask them to put the request in on your behalf.

## Accessible Information Standard

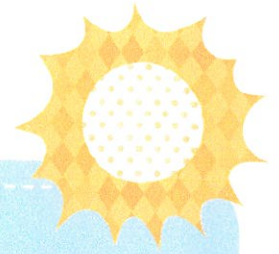
Who is it for?

Any patient who may have a form of disability.

We have wheelchair access front and side. A lower counter at Reception for patients that are in a wheel chair. We do provide an interpreting service .

Also we have a hearing loop which works with hearing aids.

*Got a question, come and ask we're always happy to help!*



Maureen (Health Trainer)

Can support you with:

- Healthy eating
- Quit smoking
- Stress
- Emotional wellbeing
- Exercise
- Alcohol & Drug use

You can self refer to Maureen. Ask for more details at reception.

Sheila (Registration Clerk)

Can help you with:

- Online registrations
- Carers packs
- Next of kin
- Patient Authority





### Patient authority

Remember to always bring it with you. If you do not our reception staff will refuse to give over prescriptions, medical certificates and results.

Changing address and contact numbers.

Please remember to let us know so if we need to contact you we have the correct up to date details.

Our GPs do speak additional languages

### Travel Vaccinations

We now have a new system of arranging travel vaccines. You need to fill in a travel assessment form to ascertain if you need an appointment. Then our reception staff will contact you regarding an appointment.

### FYPS (For young peoples service)

We can provide contraceptive advice and counseling for general health issues. Please feel free to book an appointment or ask for Angela at reception.

### Need an interpreter...

That's fine just come to reception and ask—we're more than happy to arrange one. However we cannot arrange interpreters for an on the day or emergency appointment.

### Flu clinic

We have flu clinics taking place on Saturday 24th September and Saturday 1st October. These clinics will be starting at 8.45am

### Half day closure

We only have these once a month. However when we do, we do inform our patients of this by putting posters around the waiting room and put the information on our website.

### PPG (Patients Participation Group)

Dr Bhogal is our PPG Lead. This is where discussions take place on what patients would like to see happen at the surgery. If you are interested in joining please contact Denise (Administration Manager). Our last PPG meeting was held on the 21st July. If you would like a copy of the minutes, please contact Denise. Our next meeting is soon to be arranged.

**You can call up after 3pm for your test results!**

