

ELLENBROOK MEDICAL CENTRE

NEWSLETTER

Issue 4

July 2011

ZERO TOLERANCE

This is a zero tolerance practice. We will NOT accept any disrespectful, violent or abusive behaviour against our staff. Any such incidents will be reported to the GPs and offenders will be removed from the list. **Please remember all our staff members are following policies/procedures set by the GPs.**

DENTAL PROBLEMS

Please be aware that we are unable to deal with any issues relating to dental problems as we are not qualified to do so. For dental emergencies please ring **0161 212 4292** between 8am – 5pm Monday – Friday, or the Out of Hours Dental number on **0161 336 3252** between 6pm and 10pm Monday – Friday and 10am – 10pm Saturday, Sunday and Public Holidays.

AMBULANCE BOOKING

Please be aware it is no longer the practice's role to book ambulances for patients. All bookings for patient transport for Salford are now made through the Referral Booking and Management Service on 0161 212 4292. You will need your NHS number to book transport.

EMIS ACCESS

Have you thought about registering to use our online services? Through this service you can order repeat prescriptions, send non urgent messages, make Doctors appointments and update your address/telephone number. If you are interested in this please bring a form of photo ID to the desk and we can register you. Please note for anyone over the age of 16years – they will have to complete their own registration.

HUNDREDS HEALTH SALFORD

The consortium is currently appointing a new board for Hundreds Health Salford with a view to setting up the fully functional board by the planned 2013. The pressure on practices to reduce their overall expenditure has continued into this financial year and our practice budget has been reduced by £200,000. We ask for your continued support while we endeavour to provide the best possible care to our patients as efficiently as possible.

DATA PROTECTION

Under the Data Protection Act we are unable to disclose any information relating to our patients to another person unless prior consent has been sought from the patient. This includes appointment times/dates and results. Please bear this in mind when contacting the surgery on the behalf of another person. We will discuss information with parents/guardians of children under the age of 16 years only.

PRACTICE PROFILES

We thought it might be interesting for patients to learn a little more about the key members of the practice. This edition is Dr Sheila McCorkindale.

PRESCRIPTIONS

Please allow 2 working days for any repeat prescription requests you make. To order a prescription you can – post it, fax it, register for online requests or come in to the surgery and complete a form.

I qualified in 1978 and worked as an army Dr for 6years. Here I met my husband Jim who was also an army Dr. We have 2 children both in their 20's. Our youngest has just graduated as a Dr so there are now 3 of us in the medical profession. My interests include music, playing the piano, flute and saxophone in a band; I'm an enthusiastic golfer, play tennis, badminton. I enjoy spending time with my family, walking and baking – especially cupcakes and bread.

FLU SEASON

Although our flu clinics do not start until approximately the 1st week in October we want to make our patients aware as early as possible who are entitled to the injection from the practice. If you are in one of the following clinical risk groups you are entitled to the injection from the practice –

- Aged 65years and over
- Chronic respiratory disease
- Chronic heart disease
- Chronic renal disease
- Chronic liver disease
- Chronic neurological disease
- Diabetes
- Immunosuppression
- Pregnant
- You are the main carer of someone who's welfare would be at risk if you fall ill

If you fall into any of these groups please put in your diaries/calendars to contact the surgery in September to make an appointment for the injection.

If you are unsure of whether you fall into one of the groups above or have any other queries regarding the flu injection please contact the surgery.

NON ATTENDERS

During April, May and June 104 appointments were wasted due to people not attending. This equates to 8.5 surgeries or 17 hours of surgery time. If you cannot attend an appointment please contact the surgery as soon as possible to cancel. We can then offer these appointments to other patients, and continue to provide access within 48 hours. If you do not attend and do not cancel your appointment this will be recorded on your file.

SUMMERTIME

Due to absences during August there are more locums working for us over this month. This may mean that you are unable to get a suitable appointment with the GP that you usually see. However, we will endeavour to offer appointments within 2 working days. We may also experience delays within the surgeries during this period. Please accept our apologies in advance for any inconvenience caused.

Any Suggestions?

If there is anything in particular that you would like to see included in the newsletter please let us know!