*GP PRACTICE NEWSLETTER*

 *Issue 14: May 2014*

Welcome to this 14th Edition newsletter.

**DO YOU HAVE ALONG TERM HEALTH CONDITION? IF YOU DO, WHY DON’T YOU IMPROVE THE QUALITY OF YOUR LIFE BY ATTENDING A FREE 6 WEEK COURSE AVAILABLE AT;**

BRANSHOLME HEALTH CENTRE - THURSDAY MORNINGS 10-12.30 FROM 28/8/14-2/10/14 (TEL. 01482 336298)

BILTON GRANGE – MONDAY MORNINGS 10-12.30 FROM 2/6/14-7/7/14 (TEL. 01482 336298)

NEWINGTON HEALTH CENTRE –WEDNESDAY AFTERNOONS 1-3.30 FROM 9/7/14-13/8/14 (TEL. 336298)

Email carersinfo.nhs.net.

Places are limited, book early to avoid disappointment.

Sp

Book

**ZERO TOLERANCE**

It is being reported on a daily basis that staff are regularly being verbally abused, either on the telephone or face to face. This will not be tolerated, it is expected that there is mutual respect.

Shouting and swearing at practice staff will not be tolerated under any circumstances and patients who are abusive may be removed from the patient list.

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to all patients.

If you consider that you have been treated unfairly or inappropriately, there is a process in place for you to report your concerns to the reception supervisor or practice manager who would be happy to address your concerns.

Please help us to help you.

Thank you.

**STARTERS AND LEAVERS**

Kingston Medical Centre

* Sarah Staples and Michelle Carbon have joined the reception team. Welcome!

**ATTENTION ALL PATIENTS!!**

To all patients that have recently changed address, surname or contact number, please ensure you notify the surgery of this. If you have recently changed surname and are registered under a different name, please bring the relevant documentation into the surgery. Please note we will not be able to accept surname change until we have seen documented evidence.

**AVOID THE QUEUE!**

You can view, book and cancel your appointments, and request your repeat prescriptions by logging onto our practice **websites.**

[WWW.CALVERTPRACTICE.CO.UK](http://WWW.CALVERTPRACTICE.CO.UK)

[WWW.RIVERSIDEMEDICALHULL.CO.UK](http://WWW.RIVERSIDEMEDICALHULL.CO.UK)

[WWW.THEQUAYSHULL.CO.UK](http://WWW.THEQUAYSHULL.CO.UK)

[WWW.KINGSTONMEDICALCENTRE.CO.UK](http://WWW.KINGSTONMEDICALCENTRE.CO.UK)

**NEW PRACTICE E-MAIL ADDRESS**

The practices have their own **email** addresses.

CHCP.QuaysHull@nhs.net

CHCP.Kingstonmchull@nhs.net

CHCP.CalvertPracticehull@nhs.net

CHCP.Riversidemchull@nhs.net

**Patient Participation Group (PPG)**

We have arranged for your PPG representatives to come into the surgery and meet patients in the waiting area to answer any questions you may have about the services we offer you.

Michael Shakesby – KMC

David Finney – Calvert

Robert Horsfall – The Quays

Colin Watson – Riverside

We are still recruiting new members to attend our group meetings and will also consider virtual representation to our group. Ask at reception.

**HOLIDAY VACCINATIONS** – If you are going abroad and require immunisations, please make an appointment to see one of our Practice Nurses at least eight weeks prior to your departure.

**SHINGLES VACCINATIONS** - For patients aged 70 and 79 years old we will be holding a separate clinic for shingles vaccinations at all practices. You will receive an invitation if you within the age range.

**WHEN TO ATTEND ACCIDENT & EMERGENCY DEPARTMENT**

We have been made aware that there are a higher number of patients attending Accident and Emergency Department. This has caused them to be on “red alert”. This means that they are under additional pressure to cope with this demand and are asking patients only to attend with emergency conditions as listed below;

* Chest pain/heart conditions
* Broken/sprained limbs
* Injuries following road traffic accidents etc

If in doubt if you should attend, contact your GP or 111 service for advice.