

Points to bear in mind about appointments

- A. 'Same Day' appointments are classed as urgent appointments. If you do not consider that you need an urgent appointment please opt for a prebookable appointment instead
- B. Same Day appointments will normally be booked with one of our Nurse Practitioners who are experienced in a wide range of ailments and conditions
- C. Each Nurse Practitioner has the facility to transfer patients across to the Duty Doctor on the day if necessary
- D. Patients wishing to see a GP have the option to pre-book an appointment for a different day –subject to availability
- E. The reception team have to follow strict guidelines (which have been put in place by Dr Tew/Dr Clarke) to cover the specific ailments which must be dealt with by the Duty Doctor on the day rather than a Nurse Practitioner –Everything else 'on the day' will usually be booked with a Nurse Practitioner
- F. Other than the Duty Doctor all of the other GP's will be seeing patients who have pre-booked an appointment with them
- G. Monday/Tuesday evening appointments are available 2 weeks ahead specifically for patients who are at work during the day so at the time of booking, the reception staff will need to ask for the patient's occupation (This is simply to ensure that these appointments are used solely by patients who are at work in the daytime)
- H. Our ten minute appointments are normally for one problem only (at the discretion of the person the appointment is with)

Our contact details and normal opening times

Postal address : Merridale Medical Centre, 5 Fullhurst Avenue, Leicester LE3 1BL

Main telephone number Tel: 0116 2166 996 (available 8am-6.30pm Mon-Fri)

Website : www.merridalemedicalcentre.co.uk

General enquiries email address : merridalemedicalcentre@gp-c82073.nhs.uk

Reception opening times

Mondays and Tuesdays 8am –8pm

Wednesdays Thursdays Fridays 8am-6.30pm

Saturdays 8.30am-12.30pm (for pre-booked appointments and collection of prescriptions ONLY)

Prescriptions direct line Tel 0116 216 9636 (available 11.00am-4.30pm Mon-Fri)

Prescriptions email address : prescription.merridalemedicalcentre.nhs.net

Prescription collection times : 11.00am-4.30pm (Mon-Fri) and Saturdays (8.30am-12.30pm)

*****This newsletter is available in other formats—please ask at reception*****

Thank you for reading this newsletter –the next one will be issued in April



MERRIDALE MEDICAL CENTRE NEWSLETTER

JANUARY 2016

Message from the Practice Manager (Vicki)

Dear Patients.

We hope you enjoy reading this edition of our newsletter and would like to wish you all a happy, safe and healthy 2016

Message from the PPG Chair

Happy New Year to all patients from members of the Patient Participation Group (PPG)! There are just a couple of points we'd like to make you aware of in this edition of the newsletter:

1. Over the next three months, the surgery will be conducting a number of surveys to find out what patients think of the appointment system, care given by doctors and nurses, etc. These are mandatory national surveys that all practices have to conduct and therefore we would be grateful if on visiting the surgery you would take a few moments to give your feedback as this is extremely helpful to the practice and PPG.
2. After discussion with the PPG, we are delighted that this newsletter focuses on planned improvements being made to the appointment system. The new system will be much simpler to understand, patients will have access to more pre-bookable appointments with GPs and anyone needing to be seen 'on the day' will be given an appointment with either the Nurse Practitioner or Duty Doctor.
3. The PPG are always looking to recruit new members so if you want the opportunity to meet with the practice management and GPs on a regular basis please email our PPG Secretary, Vin Davda on v.davda@btinternet.com.

We hope you find this newsletter helpful and benefit from the changes being introduced to the appointment system.

Stephen Ashmore

Chairman of the PPG

Next PPG meeting

The next PPG meeting: is due to take place on Tuesday 16th February 2016 at 12.15pm

Appointments

Following a number of changes to our appointment systems over the last few months we are pleased to advise that we have now introduced a simpler system for everyone which we anticipate will improve the patient experience. These changes are summarised below.

1. Prebookable appointments can now be booked from [8am](#) (instead of patients having to wait until [11am](#) to pre-book)
2. We have increased the amount of GP prebookable appointments for all GPs (including Dr Clarke and Dr Tew).
3. Evening appointments on Mondays and Tuesday's can now be booked up to 2 weeks ahead rather than just 2 days in advance (These appointments are solely for patients who work during the day).
4. Our telephone system has been changed to make it easier when ringing to book an appointment with fewer caller options to choose from and less automated messages.
5. Our incoming phone lines have been increased and calls at our busiest times are now being spread across all of our experienced staff
6. Methods of booking appointments have also been simplified as summarised below

Appointments can be booked:

- ◇ Over the telephone OR
- ◇ By visiting the surgery OR
- ◇ Online via the Practice website (if already registered to use this option)
- **Same Day appointments** will usually be with a Nurse Practitioner who can liaise with the Duty Doctor when necessary
- **Pre-bookable GP appointments** can now be booked :
 - ◇ 2 days in advance (for [Monday-Friday](#) day-time appointments)
 - ◇ 2 weeks in advance for appointments on Saturday mornings
 - ◇ 2 weeks in advance for Mon/Tues evenings –These appointments are specifically for those patients who work during the day

NHS Hubs

Evening, weekend and bank holiday appointments are available locally at 4 healthcare hubs which are located at:

Westcotes Medical Practice, Westcotes Health Centre, Fosse Rd South Leicester LE3 0LP

Willows Medical Centre 184 Coleman Road Leicester LE5 4LJ

Brandon Street Surgery, Belgrave Health Centre 52 Brandon St, Leicester LE4 6AW

Saffron Surgery, 612, Saffron Lane, Leicester LE2 6TD

Opening times at these hubs are:

Weekdays: 18.30-22.00

Weekends and bank holidays: 9.00-22.00.

Patients can ring 0116 366 0560 or NHS 111 for an appointment or can just walk in to one of the four hubs during the above times. More information is available from our reception desk and on our website

Patient feedback

We always welcome patient feedback and we offer lots of ways in which patients can provide their comments including:

- Comment cards in reception areas
- Feedback forms on our website

Please remember to include your contact details if you wish to be contacted about your comments. Alternatively, if preferred you can remain anonymous. Our feedback channels are well used so please bear with us if we do not contact you immediately but rest assured that if you have left feedback along with your contact details we will contact you as soon as we can.

Friends and family test (FFT)

Patients are also encouraged to participate in our "Friends and Family Test" (which entails one simple question): "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?' To take part please either complete a Friends and Family card in reception or visit our website. Results are published nationally and are also available on our website.

Patient surveys

Over the next few months we will also be conducting surveys and it would be appreciated if as many patients as possible can take part please as we genuinely value everyone's views.

Thank you

Feedback about the Merridale pharmacy

From time to time patients provide feedback to us about the pharmacy next door. Although the pharmacy is in the same building they are a completely independent pharmacy and have no business association with us. The new pharmacist/manager there is Mala and she is happy for patients to contact her directly about the services that the pharmacy offer

Retirements within the Practice

Last month we had to say a fond farewell to Gayner Hickey (Senior Practice Nurse) & Helen Rhodes (Nurse Practitioner) as they have both retired. We are sure that they will both be greatly missed by everyone. Gayner and Helen would like to thank all of the patients who sent them their best wishes for a happy retirement

We will be closed from 1pm on Wednesday 17th February

The Practice will be closed from 1.00pm on Wednesday the 17th February for staff training. Our telephone lines will be diverted to an appropriate healthcare provider and we will re-open at 8am the next day.

The Practice's website

Our website address is : www.merridalemedicalcentre.co.uk. Patients can register to use our online services by calling into our main reception with valid photographic identification and proof of address. A user ID and password will then be issued.