 February 2018 FebruarDecember 2017

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| Dr C Carroll, Dr K Carroll,  Dr L Siddique  **138-140 London Road,**  **Hackbridge**  **Wallington**  **Surrey**  **SM6 7HF**  www.hackbridgemedicalcentre.co.uk  Telephone: 020-8647-3711  Facsimile: 020-8773-8577 |

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| **DNA of Appointments**  Over the last 3 months we have had 194 missed appointments, this is the equivalent to 32.5 hours of the Dr’s and nurses time. **Please cancel your appointment.** |

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| **Opening Hours**  Telephone Access Monday – Friday 8am-6.30pm  Test Results after 11.30 – Daily  Extended hours Clinic 6.30pm-8.30pm Tuesdays (Subject to change) |

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| **Meet the Team**  Dr C Carroll (Senior Partner) Dr L Siddique (Partner)  Dr K Carroll (Salaried Partner)  **Practice Nurses Practice Manager**  Jenny, Rosalinda & Sally Caroline Hall  **Senior Receptionist Senior Administrator**  Christine Tanya  **Admin staff**  Claire  **Reception Team**  Margaret, Lesley, Mandy, Tracey and Sarah |

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| **Prescriptions**  We now offer electronic prescriptions. This will save you a trip to the practice to order or collect your prescription. Please speak to the pharmacist of your choice and request a nomination form. |

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| **Texting Service**  You may have already noticed that we have introduced a new texting service The service is designed to remind you of your appointment and any information regarding the surgery. Please ensure we have the most up to date mobile number for you so we can make full use of the service. You will need to download the Image result for mygp app on your smartphone. You can also book and cancel appointments using this service. |

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| **PPG**  Why not come along to the “Hackbridge Patient Participation Group” (HPPG). The next meeting is Tuesday 8th May 7-8pm in the waiting room. If you have any questions with regards to the HPPG please speak to our HPPG Practice representative Tanya who will be more than happy to help you. Unfortunately our Chairperson is resigning and we are currently looking to replace her. If you are interested in joining this group please contact Tanya. |

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| **Friends & Family Test**  Have your say!!!!!!!! Now is your time!!!!!!  The NHS Friends & Family test is here. We would like you to think about the service that you received today. Would you recommend our practice to your friends and Family?  We certainly hope you would. Please can you take a couple of minutes to complete the simple questionnaire and pop it into the box or we also have a tablet in the reception area if you would prefer to use that. You can also access it on Image result for mygp app.  If you feel that we could be doing something better please speak to the Practice Manager Caroline Hall or Senior Receptionist Christine. They will always try and see you or leave your contact details and they will be in touch as soon as possible. |

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| **FLU**  Flu vaccinations are now available at the surgery. If you are eligible please make an appointment with a Practice Nurse at reception. Shingle vaccinations are also available. |

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| **Out of Hours service**  In the event of the surgery being closed please telephone 111.  Sutton also offers an Extended Hours Hub at Wrythe Green Surgery and Old Court House Surgery 6.30pm – 8.00pm Mon – Fri and 8.00am – 8.00pm Sat and Sun. Please see our website for more information. |

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| **Information Sharing**  Confidential information from your medical records can be used by the NHS to Improve services offered which can provide the best possible care for everyone.  This information along with your postcode and NHS Number (not name) will be sent to a secure system where it can be linked with other health information.  For further information please go to [www.nhs.uk/caredata](http://www.nhs.uk/caredata) or www.hscic.gov.uk |

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| **Smoking**  It is very important that information held in your medical records is correct. Could you please ensure that the practice is aware of your current smoking status. | **Appointments**  Appointments can be made via the internet 24 hours a day, in person at reception from 8am-6.30pm or telephone from 8am – 6.30pm. |

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| **Blood Test**  St Helier Hospital (Wrythe Lane, Carshalton, Surrey SM5 1AA)– Mon-Fri – 7.30am-4.30pm  Jubilee Health Centre (Wallington, Surrey SM6 0HY)– Mon – Fri – 8.30am – 12.00 pm  The Polyclininc (4 Birches Close, Mitcham CR4 4LQ) – Mon,Tue,Thur,Fri – 9am-12pm |

**Online Services**

We offer an online service which enables patients to use the internet to book appointments with the GP, order most prescriptions and in the near future view aspects of their medical records. Please visit [www.hackbridgemedicalcentre.co.uk](http://www.hackbridgemedicalcentre.co.uk) to register.