**HACKBRIDGE MEDICAL CENTRE**

**January 2014 Newsletter**

We are another year on and the changes have continued.

**New Telephone System**

In September we purchased a new telephone system which enables staff to answer the telephone more efficiently and you have the reassurance that the reception team know you are waiting at busy periods.

**New Computer System**

In October we installed a new web based clinical system. We still have lots to learn but eventually it means that we will be able to offer other services online, for example appointment booking and repeat medication requests, so watch this space for updates.

**Repeat Prescription and Comments Box**

In November we introduced a repeat prescription box at main reception. This is a secure box so all requests remain confidential. Also in main reception there is a comments box and we welcome any ideas or suggestions you have.

**Stop Smoking Advisor**

Since January, supported by Live Well, we have a Stop Smoking Advisor in the practice on Tuesday mornings. This is a walk-in clinic so please check times at reception as sometimes they may need to be changed. Please use this service or we may lose it.

**Patient Participation Group**

The Patient Participation Group has been meeting on a regular basis. The idea of the group is to act on behalf of our patients, striving to improve patient care in the practice. We still need your help and if you are interested in joining please speak to the staff at reception.

Caroline Hall

Practice Manager