

Your 'Named Accountable GP'

To all patients - please note that as a contractual requirement, all patients should have a 'named accountable GP'.

This **does not** affect you choosing the GP of your choice when booking an appointment as it is for registration purposes only.

If you wish to know who your accountable GP is, please ask at Reception.

LATE MAY BANK HOLIDAY

The Surgery will be **CLOSED** on

Monday, 30th May

Please allow extra time when ordering AND collecting your repeat prescriptions

FOR URGENT MEDICAL ADVICE WHEN CLOSED:

PLEASE RING THE SURGERY FOR DETAILS OF OUT OF HOURS medical cover **OR**,

- PHONE **NHS 111** for advice or treatment for non life-threatening problem
- Leek Moorlands Minor Injury Department -

Opening Hours - 8.00am to 8.00pm daily Telephone - 01538 487104

IN AN EMERGENCY, ALWAYS RING - 999

WEEKEND AND EVENING CARE

Don't forget to call **NHS 111** if you need assistance when the Practice is closed and it is **NOT** a life-threatening emergency.

Your call will be 'triaged' and you will be signposted to the appropriate care pathway for you.

IN AN EMERGENCY—RING 999

Waterhouses Medical Practice **PATIENT PARTICIPATION GROUP**

The PPG are pleased to announce that they now have a new Chair—Mrs Rachel Overton who took over in March. Our group has now been running for a few years.

We are lucky to have a good, strong PPG here at the Practice. Last month they organised and hosted a very successful Dementia Awareness Talk at The Hub for those patients and/or the carers of those suffering with dementia. Professor Nicky Edelstyn from Keele University spoke to the group for about an hour on how our brains change with age. It was very interesting to see the differences in what was remembered by doing a few memory exercises by the men and women in the group!

If you are interested in joining the Patient Participation Group or have any ideas that you would like the group to discuss, please get in touch as we would really like to hear from you. An application form can be downloaded from our Website under the PPG page or requested from Reception. Meetings are held quarterly either here at the Practice or at The Hub on Waterfall Lane. They are usually held at 1.00pm on a Wednesday and last for about an hour. We would love to welcome new members to the group—young, old and inbetween—in order to get a wider selection of the patient population. The next meeting is at **1.00pm on Wednesday, 18th May at THE HUB.**

Waterhouses Medical Practice

Waterfall Lane, Waterhouses, Stoke-on-Trent,
Staffordshire, ST10 3HT

Tel—01538 308207 Fax-01538 308653

SPRING NEWSLETTER

MAY 2016

Welcome back to what will hopefully be a regular newsletter, giving up-to-date information on what's going on in the Surgery.



SURGERY OPENING TIMES

Monday	8am—1pm	2pm—6pm
Tuesday	8am—1pm	2pm—6pm
Wednesday	8am—1pm	2pm—6pm
Wednesday Evening Surgery		6.30pm—7.50pm
Thursday	8am—1pm	(CLOSED pm)
Friday	8am—1pm	2pm—6pm

We close for lunch daily between 1pm-2pm but the phones are always covered by the Duty Receptionist.

**WE DO NOT OPERATE
A WALK-IN SERVICE —**

All appointments, even those of an urgent nature, should be booked through Reception.

New build update!

The main news is the progress of the building works. Work commenced early in the year and, as you will probably be aware by now, we are in the process of extending the Surgery premises. This much needed extension has been part-funded by NHS England and will comprise of 5 rooms on the new first floor which will allow for three rooms on the ground floor to become clinical rooms. Alongside this is an extension to our current Dispensary. We currently dispense to 99% of our patients, issuing 5,000 items per month on average. Our dispensers are extremely busy and this new extension will greatly improve their working environment.

Hopefully our admin staff will be able to move into the new upstairs rooms at the end of May/beginning of June. The interior walls are currently being plastered and the staircase fitted. The next tasks will be decorating and the installation of the office furniture, telephones and computers. Once this has been achieved the new clinic rooms downstairs will be upgraded to NHS specification. During this period, our priority has been to maintain our service to patients. As you can imagine, the logistics of this during the build has sometimes been difficult. I would just like to thank everyone for their patience during this time as I know the noise and dust have been a nuisance. I am aware that parking has been an issue but will obviously improve once all of the Contractors' vehicles finally leave.

Thanks go to our neighbours for putting up with the inconvenience of overspill in the nearby roads.

We are extremely pleased that NHS England looked at our bid favourably and felt that the Practice deserved the funding in order to extend, ensuring the future of the Surgery in Waterhouses.

I will keep you regularly updated via the Waiting Room screen, notice boards and future newsletters.

Kate Robotham, Practice Manager

Comings and Goings ...

As you know, Steph Cooper retired from the Dispensary last year and was replaced by two new members of staff—Sally Jones and Becky Higton., who will be working alongside Becky Knight.

Unfortunately, Dr Jane Beresford will be leaving us in July to take up another position nearer to her home. We are in the process of advertising to fill her position as Salaried GP and will keep you updated as to progress.

I am sure you will join us in wishing Dr Beresford all the best in her new post.

We will also be saying 'Goodbye' to our part-time Medical Secretary, Miriam Krähenbühl who leaves later this month. She is going to Astrazeneca and we wish her all the best.

The Friends
and Family Test



The National NHS 'Friends and Family Test'

Please pick up a Card to note your comments (good, bad or indifferent) about your experience here at the Practice and then post in the BIG box provided on the Reception counter.

As always – ANY suggestions will be treated in confidence.

Your co-operation is very much appreciated.

Kate Robotham, Practice Manager

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IMPORTANT—URGENT 'SAME DAY' APPOINTMENTS

If you have been given an 'urgent / same day' appointment - please be aware that you may be waiting slightly longer than usual due to the very nature of these appointments.

PLEASE REMEMBER that some patients can take longer to be seen than the 10 mins allocated which may be due to them being acutely unwell, having urgent treatment or awaiting ambulance transfer to hospital.

Your patience is appreciated.