

Tower House Practice

Issue: October 2018

REMAINING STAFF

TRAINING DAYS

Please note the practice will be closed on the following dates due to staff training.

Thursday 26th October 2018

Wednesday 28th November 2018



WELL DONE!

To all our staff who wearing the Jeans for Genes on Friday 21st October raised some much needed funds for this wonderful charity.

Consult our doctors online

Our eConsult service lets you:

- Request advice and treatment from our practice online
- Get self-help advice for hundreds of common conditions

GET STARTED

TOWER HOUSE AND GROVE PRACTICE

WALKING GROUP

If you are interested in joining our walking group we meet at St Paul's Health Centre. Every Friday at 11.00am

There is a pleasant local walk on paths with qualified Walk Leaders and Health Care Assistants and will last approximately 30minutes.

NEW!

GP Health Connect

You can now call **01928 593078** at **WEEKENDS** to access GP Extra.

GP EXTRA

Ask at **YOUR OWN** Surgery for a GP Extra appointment

The phone line will be available **9am-3pm Saturday & Sunday** so that patients can book appointments with a GP or Health Care Assistant.

GP EXTRA

Please note that there is also a Practice Nurse available as well as a GP and Health Care Assistant.

Do you attend your **CERVICAL SCREENING** appointments?

1 in 5 women don't go for their cervical screening.

Taking up your screening invitations could save your life.

Don't put it off. Get screened.

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All are welcome



Thank you to everyone who completed a feedback form for the GP Practice National Survey. The practice was pleased with the results with having a patient satisfaction rate above the CCG average and the practice was ranked 1520 out of 7109 practices.

Patient Newsletter

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NHS

"Please don't be offended if you are asked what the problem is when you ring to book an appointment at your GP practice.

This is called Care Navigation and it's about helping you get to the service you need!"

The Care Navigator might suggest other professionals and/or services that could help you better



*you asked.
we listened.*

In response to patients suggestions please see responses below.....

Water chiller/drinks machine or an open window – we are unable to provide a water chiller or drinks machine due to cost and also health & safety. Reception will endeavour to ensure a window is open in the waiting area during the warmer climates

Why can't the surgery open weekends? – the surgery is part of the GP Extra Scheme where patients can be seen by a GP for routine or emergency appointments after closing and over the weekends. PN appointments and Health Care Assistant Appointments are also available. Please see our Facebook page or website for further information

No appointments available 4 weeks in advance. Receptionist not nice – the practice recognises that it can sometimes be difficult to book an appointment in advance. The Practice are currently looking at the appointment system to try to improve access. Receptionists are trained regularly on customer care and we always strive to ensure our Receptionists provide a good service. If you feel you do not get a good service please speak to one of our Team Leaders in reception.

Difficulty getting an appointment at 8.30 – when I finally get through all 12 appointments taken – the practice has increased staff capacity on the telephones to help with busy telephone periods. You can also book appointments online.

Clean seats in waiting room more often – the practice will check with the domestics to ensure chairs are cleaned regularly

CARE AT THE CHEMIST

Under the Care at the Chemist scheme you can receive many over the counter treatments FREE of charge from the Pharmacist if you do not pay for your prescriptions. Patients are registered on the scheme allowing them to discuss with the Pharmacist minor ailments such as coughs, colds, head lice, threadworms, thrush, diarrhoea, cold sores, hay fever, eye infections, cystitis.

You will need to register for the scheme

Please ask at Reception for information.



FLU CLINIC

Ask at reception to see if you are eligible.

Are You Aged Between 40 and 74 Years of Age?

If so you can now book a health check at the surgery.

Please ask at reception for more information, or to book an appointment.



You can Now follow us
on Facebook

USEFUL TELEPHONE NUMBERS

Main Practice Number
01928 567404

Our of Hours Service
0151-220-3685

NHS Direct
111

GP EXTRA
*(Weekends and
Bank Holidays ONLY)*
01928 593078



Working to become
**Dementia
Friendly**

Patient Newsletter