

Greenbank Medical Practice Newsletter

SPRING 2022



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Hello again. We thought we would get in touch and update you with our news and plans for the Practice over the next few months.

As always we would like to extend our thanks to you all for your continual support.

Inspected and rated

Good



STAFF NEWS

It is our pleasure to announce some changes to our Clinical Team.....

Andrea Davenport has recently joined our nursing team. She is an experienced nurse who is new to practice nursing and is currently undergoing a Practice Nurse training course.

We have a new salaried GP, Dr. Ahmed Ismail who did his ST3 training with us and a long term locum Dr. Hassan Hussain.

We also have 2 registrars who will be with us until August 2022, Dr. Joshua Blair and Dr. Sajjad Khalil.

SOCIAL MEDIA

We now have a facebook and Twitter page. We can use this to tell patients urgent information regarding services and any disruptions to them. For instance if a member of staff phones in sick or the health centre has to close due to unforeseen circumstances. It is a way of contacting a large group quickly so please like and follow our pages and pass this information on to your friends and family.

[Facebook](#)

[Twitter](#)

Please remember:

1 patient = 1 appointment

Prescriptions

Many patients already know that we do not take prescription orders over the phone due to a dramatic increase in calls to the surgery with some patients needing urgent attention experiencing long waits to speak to our reception team.

We have looked at how we could improve this situation and have audited how many calls we receive from patients ordering repeat medications by phone. Our records show that a very high number of calls were for repeat medication requests, for which the Practice does have alternate methods for patients to use.

PATIENTS WHO ARE HOUSEBOUND OR OVER 75 YEARS OF AGE CAN STILL ORDER THEIR MEDICATION BY TELEPHONE

Online: View and request your repeat medications at you convenience. First of all you must register to use the online patient service facility. Proof of identity is needed when registering for this service.

Hand delivery or post: Bring your repeat prescription slip into the surgery and hand it in at reception or post into the prescription request box or use the postal service.

NHS APP

The NHS App allows patients to access their online services at their local GP practice. These may include arranging appointments, ordering your repeat medication, secure messages, viewing your medical record and updating your contact details.

The NHS App allows clinicians to be more efficient in providing care, while patients are quickly able to receive the help they need without having to travel to the practice.

Please download the app to register for online services. If you wish to register for full medical records access, you will need to come to reception and Bring photo ID

SPRING BOOSTERS

COVID VACCINATIONS

Spring Boosters are available for those who are aged 75 years and over. They will be available from 21 March 2022 and should be given 6 months after the last vaccine dose.

The practice will contact you when you are due for your spring booster.

Patient Participation Group

As a practice we value your comments and suggestions and already have a virtual PPG but are looking at maybe setting up a real PPG. If anyone is interested in joining or running a PPG for the practice please get in touch.

Have you got an email address?

We could send you our newsletter by email and send you details of our patient participation group

Please tell us if you change your phone number. We will need this to contact you urgently or if you are being referred to another service.