

Rowner Surgery Newsletter

Your Doctors

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Did you know? In January, February and March this year **482 Patients did not attend** their appointment! This equates to over 80 hours of wasted time in three months. - Only you can help! Please let us know as soon as possible if you no longer require or cannot make your appointment. Next time you are unable to get a GP appointment as quickly as you would like, think of all these missed appointments.



There is increasing widespread recognition that **General Practice is under huge strain**. Practices are finding it more difficult to recruit new GPs and as a result have failed to replace retiring GPs. General Practice has become less attractive to younger GPs who are choosing to work as a locum rather than commit to a practice. Many older GPs are looking to retire at an earlier age than they had planned, mainly due to workload.

To provide the best service for our patient's needs, from time to time we have to make changes. - This Practice is committed to continuous improvement of our services to the patient and to that end our **Advanced Nurse Practitioner will be triaging all on the day appointments**.

With so much GP bashing by politicians and some of the press, your understanding, appreciation and support is all the more important to us.

We are striving to deliver the best service that we can, and thank you for your support.

NEWSFLASH!!

As from 1st April
2016 Repeat
Prescription requests
will be available for
collection in
72 hours.

PATIENT PARTICIPATION GROUP

Would you like to become involved in how we can improve our service to you and your local services? If so you may like to join our Patient Participation Group. Please ask at reception for details.

IMPROVED ON-LINE SERVICES

We have improved our appointments by making it easier for you to book and cancel appointments on-line. As well as ordering your repeat prescriptions, you can also view your medical record. Access is available to view your medication history, recorded allergies and adverse reactions. Please ask at reception for details on how to register for this service.

FRIENDS AND FAMILY TEST The NHS friends and family test (FFT) is an important opportunity for you to provide feedback on the care and treatment you receive and to improve services. If you visit our GP surgery you will be given the opportunity to give your feedback by completing a simple questionnaire about whether or not you would recommend our surgery to your family and friends. You are also able to do this on-line through our website.

We're on the web! For more information visit our website: www.rownerhealthcentre.co.uk

HEALTHY LIFESTYLE - KEEP ACTIVE TO KEEP WELL

Being active provides long term benefits for your health. It helps to control your weight, reduce blood pressure and cholesterol and improve your mental health - helping you to look and feel great.

Being physically active doesn't have to mean long gym sessions or strenuous workout regimes. Physical activity also includes everyday things like gardening, walking and climbing the stairs. Set yourself a goal to build up to at least 30 minutes of moderate activity on five or more days per week. It's never too late to start whatever your age - everyone can benefit from getting physical.

