



Clay Cross Medical Centre Newsletter Summer 2018

During opening hours telephone **01246 862237**. Out of Hours call **111**.

About us

Here at **Clay Cross Medical Centre**, the GP's and practice staff strive to provide the utmost standard of healthcare.

Our aim is to provide the highest possible standard of medical care, delivered efficiently and effectively by our multidisciplinary team. We support and safeguard children and adults in need and actively encourage patients to be proactive in the management of their care, promoting choice and personalised care wherever possible.

Clay Cross Medical Centre
 Bridge Street, Clay Cross,
 Chesterfield, S45 9NG
Tel: 01246 862237

Mon: 08:00 — 18:30
Tue: 08:00 — 18:30
Wed: 08:00 — 20:00
Thur: 08:00 — 18:30
Fri 08:00 — 18:30
Sat: Closed
Sun: Closed

Tupton Branch
 Queen Victoria Road,
 Tupton
 Chesterfield, S42 6ED
Tel: 01246 862237

Mon: 08:30-12:30—14:00-18:00
Tue: 08:30—12:30
Wed: 08:30-12:30—14:00-18:00
Thur: 08:30-12:30—14:00-18:00
Fri 08:30—12:30
Sat: Closed
Sun: Closed

We will be closed for staff training on the following Wednesday afternoons:

Wednesday **9th May 2018**
Wednesday **13th June 2018**
Wednesday **11th July 2018**
Wednesday **8th Aug 2018**



New Appointment System



From **1st June 2018** we are ensuring that some appointments are released on the system each day to make booking an appointment online easier. Once these appointments have been taken, all remaining appointments will be offered on-the-day only. You will need to phone or call into the surgery at **8am** to request an appointment for that day. Emergency appointments will still be available each day. (Emergency appointments are not for repeat prescriptions, fitness for work certificates or signing forms).

Unfortunately, due to a high demand especially at the beginning of the week or early morning, it is often difficult to get through on the phone. We do try to answer your calls as quickly as possible but our reception does get busy and we would ask you to make non-urgent enquiries later in the day.

If you are unable to keep an appointment please let us know so that we can offer the time to another patient.

When you arrive for your appointment

Please inform the receptionist when you arrive or check in at the self-service screen. If you are more than 10 minutes late the doctor / nurse may not be able to see you and you may be asked to make another appointment. If you know you are running late, please telephone the surgery so we can advise whether it can be accommodated.

Why not sign up for our online services?



You can now use the internet to book appointments with a GP, request repeat prescriptions for any medications you take regularly and look at your medical record online.

How do I get started?

1. To be able to use the system you must have a computer with internet access.
2. You will need to have SystmOnline access set up with the practice. You will need to bring photo ID with you to register e.g. a passport, driving licence.
3. You must complete a Medical Records Consent Form to say you have read and understood this Information Leaflet before you start using the system. This form is available from reception. You can fill out the form before you come in but you need the receptionist to witness your signature.
4. We will contact you with the information you need to login. You must remember these details and keep them secure.

You will also be given some instructions about how to login and use the service.

Practice Staff

Doctors

Dr Michael Green (m)

Dr Allyson Betts (f)

Advanced Nurse Practitioners

Michelle Jackson-Smith (f)

Charlotte Haskell (f)

Joanne Hill (f)

Nurses

Lynn Brailsford (f)

Joanne Payton (f)

Yvette Hutchinson (f)

Healthcare Assistants

Jodie Lane (f)

Practice Management

Practice Manager

Laura Galpin (f)

Assistant Practice Manager

Linda Bunting (f)

Practice Business Coordinator

Debbie Charlesworth (f)

Reception / Admin

Kellie (f)

Andrea (f)

Annabel (f)

Angie (f)

Elaine (f)

Margaret (f)

Jasmine (f)

Gemma (f)

Angela (f)

Vicky (f)

Emily (f)

Claire (f)

Val (f) - Secretary



PRESCRIPTIONS

Repeat prescription can be ordered from your usual branch by filling in the return slip on your computer printed/generated prescription. You can also order your repeat medication online once you have registered for the service. Please allow **48 hours notice i.e. 2 working days** once you have put in your request to enable us to deal with it. We continually monitor the cost of our prescribed medicines, therefore your prescriptions may change. **For any prescription enquires please call 01246 862237 after 11:00am**



COLLECTION OF CONTROLLED DRUG PRESCRIPTIONS

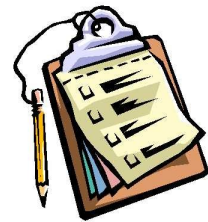
To ensure we comply with special regulations to ensure that safe practices are being followed when these types of drugs are prescribed to patients, we now need to be certain that prescriptions containing controlled drugs are only given to those authorised to collect them. Unless you have nominated somebody or a pharmacy to collect these on your behalf, prescriptions will only be handed out to the patient named on them. If you wish to authorise collection by somebody else, you must complete and sign the relevant form.

ID must be shown at each collection



TEST RESULTS

We will only release test results to the person to whom they relate unless that person has given prior written permission or they are not capable of understanding the results. **To enquire about your test results Please call 01246 862237 after 14:00pm**



You said, We Did

Along with the Patient Participation Group (PPG) we recently carried out a questionnaire. Here are some of the comments we received.

“There is a lack of routine appointments. I always have to book on the day when I do not need an urgent appointment. Couldn't some appointments be reserved for one or two weeks ahead maybe”

We have recently implemented a new appointment system details of which are included within this newsletter. We are hoping that this will help patients when booking an appointment.

“Most patients don't know who is who especially with changes. We know that Dr Green and Dr Betts are partners but are unsure about everyone else”

We understand that there have been a lot of changes recently. Our literature has now been updated, so patients are able to get the most up to date information on the practice including staff and their roles.

“Reception desk is far too public no privacy at all”

At the side of the reception desk we have a privacy room. If patients do not feel comfortable speaking to the receptionists at whilst they are at the front desk they are more than welcome to use this room.

“No mention of Tupton Surgery opening times”

We have recently updated our literature and have included opening times for both Clay Cross Medical Center and Tupton Branch.

