

Hollywood Road Surgery



Practice Newsletter No 2 – Autumn 2011

Welcome to the second edition of our practice newsletter. We hope to keep our patients up to date with any changes within the practice or services provided by the Health Service.

Personnel:

The practice comprises 3 GP Partners: Dr McGarrity, Dr Cummings & Dr McCallan, Salaried GP: Dr Finney, Practice Manager: Norma McQuitty, Nurses: Joy Baird and Louise McCulloch, Phlebotomist: Laura Knox, and our Reception/Administration staff: Margaret, Gillian, Sarah, Arlene and Yvonne with their Team Leader, Gillian Irvine.

Seasonal Influenza:

The Practice offers immunisation to all patients over 65 years of age and those in an 'at risk' group. Special clinics have been held in October and there will be more in November – please ask at Reception and make sure you book your appointment as soon as possible to ensure you get the best protection for the coming winter. ***Please note that we will no longer routinely send out invitation letters.***

Training:

The practice will close @ 1pm on **Thursday 17 November 2011**

We would take this opportunity to remind you telephone calls to and from the surgery may be recorded for lawful business purposes, including training.



Communication:

The practice relies on patients working with us by ensuring we always have up to date contact details for all family members. We are interested in using text messaging to contact patients, eg to remind them about upcoming appointments. In order to move this project forward, we need to ensure we hold up-to-date mobile numbers. Please make sure you tell us when you change your mobile or any other contact details.

We encourage patients to take responsibility for their well-being by ensuring compliance with medication and by attending for annual reviews, where appropriate. Unfortunately, requests for medication may be affected where patients fail to attend for review, eg inhalers for asthma patients who have not been seen by a clinician.

Improvements:

Our website provides information about the practice, the Health Service and health related matters. You can register to order repeat prescription items or you can cancel appointments. We hope to develop the site further in the near future.

Suggestions on improvements to our services are welcome, however, we may not be able to implement them for a variety of reasons. Please ask at Reception if you would like a Suggestion Form – we are interested in your views and are working towards improving the patient experience.

Christmas holidays:

Please note the practice will be closed on Monday 26 December 2011, Tuesday 27 December 2011 and Monday 2 January 2012. Out of hours cover will be available but this service is for emergencies only.