

ABBHEY NEWS

www.abbeymedicalcentre.co.uk - SUMMER 2011

Welcome to our
quarterly
newsletter.

We hope to keep
you up to date with
all relevant
information
regarding the day
to day
activity within the
surgery

A&E DEPARTMENTS

A&E Departments are for
emergency and urgent medical
attention use only.

They are not to be used for
non-urgent enquiries.

If you have a non-urgent enquiry
when the surgery is closed
please contact:

Out of Hours on: 0300 130 3040

NHS Direct on: 0845 45 47

**Warwickshire Healthline on:
03000 247 111**

SURGERY OPENING TIMES

Monday: 08.15-12.30 13.30-18.30

Tuesday 08.15-12.30 13.30-18.30

Weds 08.15-12.30 13.30-18.30

Thurs: 08.15-12.30 13.30-18.30

Fri: 08.15-12.30 13.30-18.30

APPOINTMENTS

**DID YOU KNOW THAT YOU CAN BOOK YOUR
CONSULTATION WITH A
DOCTOR OR NURSE UP TO 4 WEEKS AHEAD
FOR MORE INFORMATION PLEASE ENQUIRE AT
RECEPTION OR VISIT OUR WEBSITE AT
www.abbeymedicalcentre.co.uk**

Warwickshire Healthline

03000 247 111

Not an emergency?

Don't know who to call?

There's now one number for NHS services in Warwickshire.

Warwickshire Healthline is a local rate number, available 24 hours a day, 7 days a week for anyone living in or visiting Warwickshire.

Warwickshire Healthline is a new telephone service to make it easier for people to access local health services when they need help quickly but is not a life threatening emergency or if they do not know who to call.

Through Warwickshire Healthline you can access:

- Community health services e.g. district nurses, physiotherapy, occupational therapy and health visiting.
- Social care
- Mental health services
- Acute clinical services
- Intermediate care.
- GP out of hours service
- Nearest 24 hour pharmacist
- Emergency dentist.

Fully trained call advisors, supported by nurses, will assess the caller's needs using a specially designed computer system to put you in touch with the service which can help.

Warwickshire Healthline will make it easier for you to access health services, putting you directly in touch with the right service first time.

If you are unwell and it is not an emergency or if you are unsure how to access a health service then please contact the Healthline.

If you are staying in Warwickshire temporarily and your GP surgery is in another county you can still contact Warwickshire Healthline for advice.

Warwickshire Healthline should help take the pressure off the ambulance service and A&E departments.

PATIENT PARTICIPATION GROUP

Abbey Medical Centre is in the process of developing a Patient Participation Group. We would like patients to volunteer and ask that, if you are interested, please contact us at www.abbeymedicalcentre.co.uk, via the “icon” on the top right hand side of the home page “Patient Group” and click on the “contact us” tab.

We will randomly select patients from those who have shown an interest in becoming a member of the group, so that we can reach the majority of our patient population.

We will also write to randomly selected patients asking them if they would be interested in joining.

PARKING

We would kindly ask that all patients please do not park in the parking bays marked Doctors or Staff only.

Also that patients do not park at the front of the building where there are yellow lines and cones as this is strictly NO PARKING and in the event that an ambulance is called this could restrict and delay the ambulance staff in attending to a patient

Thank you for your co-operation in this matter.

PLT TRAINING DAYS - (Protected Learning Time)

We would like to inform you of future possible training days for staff when the surgery will be closed.

Thursday July 14 closed from 12.30 pm onwards

Thursday September 15 closed from 12.30 pm onwards

Notices are displayed in the surgery.

Please note these dates are subject to change at short notice.

PRESCRIPTIONS

Please allow TWO working days for your repeat prescription to be processed.

Collection should be after 3.00 p.m (see details below).

Unfortunately we are unable to take requests for prescriptions over the telephone, though you may fax your request on (01926) 851746 or visit the website at www.abbeymedicalcentre.co.uk and follow instructions.

Repeat Prescriptions

If you are on regular medication your doctor may issue you with a repeat prescription. This will be reviewed from time to time. On the right-hand side of the prescription is a tear-off sheet giving details of all the repeat medication you are on. It is important that you use this slip to order further prescriptions.

Tick the items you require and either drop it into the box in reception or post it to us. Enclosing a stamped, addressed envelope if you wish us to return it to you.

LOCAL PHARMACIES OFFER A REQUEST AND COLLECTION SERVICE FOR

PRESCRIPTIONS AND WE RECOMMEND THAT YOU USE THIS FREE SERVICE. PLEASE LET US KNOW WHICH PHARMACY YOU WOULD LIKE TO COLLECT YOUR PRESCRIPTION FROM WHEN ORDERING.

IF THE SURGERY IS CLOSED WHEN HANDING IN YOUR PRESCRIPTION FOR

EXAMPLE FOR TRAINING PURPOSES OR ON BANK HOLIDAYS PLEASE ALLOW AN EXTRA 24 HOURS ON TOP OF THE NORMAL TWO WORKING DAYS FOR THE

PRESCRIPTION TO BE PROCESSED BEFORE COLLECTING

WHEN HANDING IN YOUR PRESCRIPTION AFTER 8.30A.M IT CAN BE COLLECTED AFTER 3.00PM AS FOLLOWS:

After 8.30 am Monday	-	Collection after 3.00 pm Wednesday
After 8.30 am Tuesday	-	Collection after 3.00 pm Thursday
After 8.30 am Wednesday	-	Collection after 3.00 pm Friday
After 8.30 am Thursday	-	Collection after 3.00 pm Monday next
After 8.30 am Friday	-	Collection after 3.00 pm Tuesday next