

Cowplain Family Practice

Patient Newsletter

www.cowplainfamilypractice.co.uk

Winter 2011 Edition 2

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Christmas 2011!

Doesn't it come around so quickly every year?! Christmas is a matter of weeks away. This being the case, we need to inform you of the surgery closure dates over the Christmas Period.



Monday 26th December 2011 **Closed**
(Boxing Day)

Tuesday 27th December 2011 **Closed**
(Bank Holiday)

Monday 2nd January 2012 **Closed**
(Bank Holiday)

Emergency cover on these days will be provided by the Out of Hours Service, contactable on
0300 300 2012

If you would like to be emailed a copy of the patient newsletter, please send a request via email to Hamp-pct.CowplainFamily@nhs.net
We will then add you to our mailing list and every time the newsletter is updated, you will be sent a copy.

All Moved In! How are things going?

We can hardly believe that we have been in this brand new surgery premises for two months already! How time flies! But what a busy couple of months it's been. So how have things gone so far? We have had a number of events taking place in the surgery since moving in. The week after the move we started the flu campaign, and were able to hold a number of walk-in flu clinics. Having the room to accommodate this was a real novelty to us, and made everything so much easier and organised. During our Saturday flu clinic we held an open morning for patients and other members of the public to come and have a look around the new surgery premises. Patients were also given the opportunity of joining our patient reference group as well as being able to enjoy a cup of coffee in the meeting room! Phlebotomy clinics have been re-instated in the time we have now spent here, and work on the 1st and 2nd floor of the building is progressing at a very encouraging rate, and it will not be long before we can tell you that the whole building has been completed. So much has been done in the first few weeks of being in the new surgery, and so much is yet to come. We will be sure to inform you of anymore developments.

Fundraising Update

The current total for our fundraising update is
£3028!!

This is a fantastic amount and we will soon be deciding what to spend the money on. We will inform you of our decision when we come to one.



A special thanks needs to be given to Joan Elliott who headed the fundraising effort. She has gone above and beyond to help raise as much money as possible. Thank you very much, Joan, for all your support. We would also like to say a huge thank you to all of you who kindly donated. We have been overwhelmed by the generosity expressed by you.

The newest member of our team!

We are very pleased to announce that as of Monday 13th February 2012, we will be joined by a new GP who will be covering the sessions that Dr Bridger is no longer covering. Her name is Dr Claire Davies. We look forward to welcoming her to the team!

Please can we remind patients that we do not take prescription requests over the telephone. If you would like to request a prescription, please do so via written or Systmonline request. If you do not have a Systmonline account, and would like one, please ask at reception to register. Please note that registration will require you presenting two forms of identification, one being photographic.

Advance notice of surgery closure Thursday 26th January 2012

The surgery will be closed the afternoon of Thursday 26th January 2012 as the practice is taking part in a local training initiative called TARGET where all practices will be joining together for training for doctors, nurses and administrative staff. On this afternoon, emergency cover will be provided by the Out

of Hours Service from 1.00pm. If you have any queries regarding this please speak to a member of reception. We apologise for any inconvenience caused.

Patient Survey

We would like to take this opportunity to thank all of you who took the time to complete our Patient Survey Questionnaire. We find these questionnaires very useful in identifying areas that we are excelling in as a practice as well as areas that could be improved. We will be publicising the results of the survey in due course.

'Friends of Cowplain Family Practice'

As we have already mentioned, we were thrilled with the success that came from the fundraising for new equipment, done by our patients. Following this success, some of our patients have expressed an interest in establishing an on-going fundraising organisation called 'Friends of Cowplain Family Practice'. Its purpose will be to organise events and take the lead in raising money for medical equipment for the surgery.

If you would like to join the 'Friends of Cowplain Family Practice' group, please come into the surgery to pick up a contact form. Alternatively, you can download one from our website: www.cowplainfamilypractice.co.uk

The NHS Dentist

We are sure that like us you are looking forward to the arrival of the NHS Dentist. Many of you have filled out medical history forms with the intention of joining the dentist. However, we are unable to let you know if you have been accepted onto their lists as we do not work in connection with the dentist. This information will be communicated to you via the dental practice in due course. As soon as we know when the dentist will be moving into the premises we will let you know. Thank you for your patience.