

Dr H R McMurray & Dr M Kurian

PATIENT PARTICIPATION GROUP

PATIENT NEWSLETTER

WINTER 2017

- CHRISTMAS AND NEW YEAR CLOSURES
- PATIENT PRACTICE SURVEY 2017/2018
- PATIENT INFORMATION SCREENS & CHECK IN TOUCHSCREENS
- IMPORTANT INFORMATION FOR PATIENTS

Christmas & New Year Closures

The closures during the Christmas period are as follows....

Renishaw Surgery will close at **6.30pm** on **Friday 22nd December 2017** and will reopen at **8am** on **Wednesday 27th December 2017**

Eckington Surgery will close at **1pm** on **Friday 22nd December 2017** and will reopen at **8.30am** on **Wednesday 27th December 2017**

New Years opening times are as follows....

Renishaw Surgery will close at **6.30pm** on **Friday 29th December 2017** and will reopen at **8am** on **Tuesday 2nd January 2018**

Eckington Surgery will close at **1pm** on **Friday 29th December 2017** and will reopen at **8.30am** on **Tuesday 2nd January 2018**

During these closure times, if you need urgent medical attention you should dial the NHS 111 service which is provided by a local organisation, Derbyshire Health United. You will be assessed and directed to the most appropriate point of care for your particular needs.

If NHS 111 is not available in your area please call 08444 122 239.

If you have any medication that will be due over the holiday season, please ensure you have ordered your prescription a week before it is due allowing you to collect it from the surgery before we close.

systemonline
BOOK REQUEST REGISTER

**BOOK APPOINTMENTS, ORDER PRESCRIPTIONS,
VIEW YOUR RECORD**

PLEASE ASK RECEPTION FOR MORE DETAILS.



**DO WE
HAVE YOUR
CORRECT
TELEPHONE
NUMBER?**

**PLEASE
CHECK
WITH
RECEPTION
TO SEE IF
THIS IS
UP-TO-DATE**



**when it's less
urgent than 999**



CAN'T MAKE REGULAR SURGERY TIMES?

WE OFFER AN EXTENDED HOURS SERVICE EVERY WEDNESDAY!
DOCTORS APPOINTMENTS FROM 7.10AM TO 8AM AT ECKINGTON
NURSE APPOINTMENTS FROM 6.30PM TO 7.20PM AT RENISHAW

THESE APPOINTMENTS ARE PRE-BOOKABLE

Patient Information Screens & Check-In Touchscreens

Over the past few months we have had new information screens installed at both sites. These have been provided by Hardwick CCG to allow the practice to display important information relating to various health topics, these are updated regularly and can link to seasonal topics from winter flu vaccination to holiday travel vaccines and sun protection. The information screens also feature a patient calling system which can be used to call patients through to their appointments.

We have also had a Check-In Touchscreen appointment system installed at each site, these have been provided by Hardwick CCG to allow patients to check-in to their appointments if reception is unavailable for any reason, these are optional for patients to use.

If you prefer to check-in with the receptionist you are still able to do so.

Patient Practice Survey 2017 / 18

The 2017/18 Patient Practice Survey is now available for patients to complete. Surveys can be found at the reception desks at each site, these can be completed whilst you wait in surgery for your appointment. Once completed please place your survey in the labelled box found on the reception desk.

Surveys will be available to complete until February 2018 before the results are collected and published in March 2018.

The 2016/17 Patient Practice Survey results have now been published, these are available to view at each site as well as being available to view on our website.

VISIT OUR WEBSITE WWW.EMMETTCARRSURGERY.CO.UK

Important Information For Patients

It has been decided by **Hardwick Care Commissioning Group** to cut vital funding allocated to Dr H R McMurray's and Dr M Kurian's Surgery. As a result the practices opening times must be amended to balance this funding withdrawal. **The following has been effective since May 2017.**

Renishaw Surgery remains open 08:00 to 18:30 Monday to Friday

Eckington Surgery is now open as follows;

Monday	08:30 to 13:00	then	14:00 to 18:00
Tuesday	08:30 to 13:00	then	CLOSED
Wednesday	08:30 to 13:00	then	CLOSED
Thursday	08:30 to 13:00	then	14:00 to 18:00
Friday	08:30 to 13:00	then	CLOSED

What to do when the Surgery is Closed

If you need urgent medical attention when the surgery is closed you should dial the NHS 111 service which is provided by a local organisation, Derbyshire Health United. You will be assessed and directed to the most appropriate point of care for your particular needs.

If NHS 111 is not available in your area please call 08444 122 239.

