

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

New Years opening times are as follows....



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

Renishaw Surgery will close at 6.30pm on Friday 29th December

Eckington Surgery will close at Ipm on Friday 29th December 2017

2017 and will reopen at 8am on Tuesday 2nd January 2018

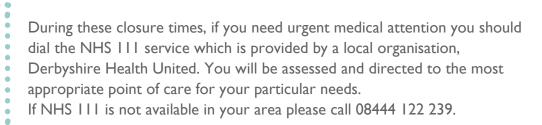
and will reopen at 8.30am on Tuesday 2nd January 2018

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

DO WE HAVE YOUR CORRECT TELEPHONE NUMBER?

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





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.





BOOK APPOINTMENTS, ORDER PRESCRIPTIONS, VIEW YOUR RECORD

PLEASE ASK RECEPTION FOR MORE DETAILS.

CAN'T MAKE REGULAR SURGERY TIMES?



WE OFFER AN EXTENDED HOURS SURVICE 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;

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l 8:00
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What to do when the Surgery is Closed

If you need urgent medical attention when the surgery is closed you should dial the NHS III 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 III is not available in your area please call 08444 122 239.

