

KENMORE PATIENT GROUP NEWSLETTER OCTOBER 2008

Current Improvements: Over the past year the practice has made a number of changes aimed at increasing the number of 'routine' doctor appointments available. This means that currently patients who request an appointment with any doctor will be seen within 2 working days and even same day routine appointments are often available.

In addition to this surgery hours have been **extended by 6 hours a week**. There are early appointments from 7.30am. on Tuesday, Wednesday and Thursday, and some evening appointments on certain days of the week. The practice is currently trying to make some of these appointments available up to 10 days ahead, bookable via the Kenmore web site. We hope that Kenmore patients and particularly those who are in employment will welcome this new initiative. **As there are a limited number of these appointments available it is even more important that these are not wasted by patients who fail to keep them.**

New Website facility: Website Internet Initiative – The Kenmore Patients Group now have their own e-mail address:-

patient.group@gp-n81002.nhs.uk. Please use this web site to let us know your comments, suggestions, views on the practice and/or this newsletter, **we would particularly welcome views and comments from young people – this is a group we find it more difficult to involve in our activities.**

H.P.V. Vaccinations: The Practice will notify by post any 17 -18 year old girls who are eligible for this new vaccination campaign. This group of girls were not covered by the previous HPV vaccination programme.

Minor Ailments: Please remember that these can often be dealt with by the practice instead of going to an A & E department. According to NHS figures the average cost of a visit to a doctor is £16.00 and to A & E is £60.00. Your local pharmacist can also offer advice and has a leaflet available for further information.

'Lost' appointments: In September, approximately 80 doctor appointments were missed thus depriving others of the opportunity to use these, and wasting valuable NHS resources. Please notify the practice as soon as possible if you are unable to keep your appointment – if you leave it too late the appointment cannot be filled.

Repeat Prescriptions: Local pharmacists provide a service by which you can arrange to order a repeat prescription and have free delivery to your home if needed. This service is available to all patients. Please contact your local pharmacist for details.

Waiting Room Television: Does anyone have a spare large flat screen television they would be prepared to donate/loan to Kenmore to improve the appearance of the information displayed on the waiting room t.v.?

Surgery closures: Please note that the Surgery will be closed from 1.00pm on Wednesday 5th November & 3rd of December for Staff Training.

Message in a bottle: This was mentioned in our previous newsletter. Essential information about your medication, illnesses, contact numbers etc can be put on a piece of paper which is put inside a container so that the emergency services have full information about you should you become ill at home. This container is then kept in the door compartment of your refrigerator. Full instructions are included in the container which you can pick up in the reception area, not at the reception desk. It is with the support of the Wilmslow Lions that we are able to make these available to everyone who request one.

This leaflet has been produced by the Kenmore Patients Group. Any comments or suggestions about future editions please write to the Chairman, Mr Andrew Blain c/o Kenmore Medical Centre or contact us on our e-mail address