

## Text messages:

Kenmore operates a text message reminder service for appointments. If you would like to sign up for this, please contact Reception. All information is held confidentially. This service will help to reduce the number of failed appointments. **Please notify us if you change your mobile number, address or telephone number.**

**Appointments:** Please remember that **Routine** appointments with a **Doctor** may only be booked for 5 days in advance. You can book appointments with Nurses, Health Care Assistants, Alan (blood tests) further ahead than 5 days. **Urgent appointments** may be available for the triage surgery.

**Same day appointment requests:** Receptionists will ask your reason for attending in order to direct you to see the most appropriate healthcare professional.

**Please remember that Doctor appointment slots are for 10 minutes and for one patient only. If you require longer, please book a double appointment at Reception. Please note that the time you may be kept waiting is from the time of your appointment, not the time you arrived! Thank you.**

**Extended hours** A small number of appointments are now available at Handforth Clinic between 6.30pm and 8.00pm Monday – Friday and at Waters Green, Macclesfield on Saturday – Sunday mornings. All appointments must be booked via Kenmore Reception. Please note that there are only a few appointments available

**Staff Changes** Dr Nancy Butler is on Maternity leave. Her work will be covered by Dr Tim Sandles.

## The benefits of “going on line” at Kenmore.

**40%** of patients are using this system so more appointments are now available on line. At any time day or night in the comfort of your home, you can book an appointment with a doctor / order your repeat prescriptions /view your list of medications / view your blood results. **To register, please ask at Reception and they will help you – it’s easy!**

**Notice Boards:** A member of the Patients Group is re-organising the notice boards in the downstairs waiting room in order to make them easier to read and more useful to patients.

**Surgery closure and prescriptions:** The next closure for staff training will be on the afternoon of **Wednesday 6<sup>th</sup> March 2019.** **The surgery will close at 1.00pm that day. The pharmacy will remain open – access by the surgery fire door. You may put prescriptions in the letter box.**

**Repeat Prescriptions:** Why does the practice need 48hours, including weekends and Bank Holidays, to process a request for a repeat prescription? The practice processes over 2000 prescriptions per month and all are checked and signed by the Doctor who would usually see you. The doctor carries out a range of checks on every prescription e.g. are you up to date with blood tests/ has your medication been altered as a result of visiting a hospital? If your consultant has prescribed additional medication, this will only be added to your list 48hours after your doctor has received a letter from your Consultant. If you do not see a doctor for your **medication review** there may be a delay in prescribing your medication. The date when the review is due is on your repeat prescription form.

Please ensure that you have enough medication to cover holidays but **do not stockpile medications!**

**Please turn over to see a little bit of Kenmore History 😊**