

### Newsletter August 2018

#### **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.**

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

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

**Please remember that Doctor appointment slots are for 10 minutes. 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.**

**Telephone consultations:** The last 2 appointment slots with patients for each doctor are dedicated to 4 telephone consultations. These are suitable for eg: medical results / drug reviews / referrals and general advice. These can be booked via Reception as usual.

#### ***Staff car parking:***

***In order to free up more parking spaces for patients our staff are no longer able to park at Kenmore, we would be most grateful if any patient living close to Kenmore would allow a member of staff to park in their drive. If you could offer this service please let the surgery know. Please help!!***

**Alexandra Hospital.** Kenmore are now working with BMI The Alexandra Hospital, to offer private & NHS consultations at the surgery. For more information on how to be referred, please speak to your GP.

**Cost of NHS services.** It has been reported that:-

<b>Average prescription £25</b>	<b>GP appointment £36</b>
<b>GP home visit £110</b>	<b>District Nurse £70</b>
<b>Ambulance carriage £275</b>	<b>A&amp;E visit £130</b>

Food for thought?

**The Postal Pharmacy Company 2U** has been aggressively targeting patients again recently. Kenmore believes that the information has been taken from the Electoral Roll. **This company is not endorsed by Kenmore.**

**Car parking - the practice would be grateful if patients would refrain from leaving their cars in the car park after they have been seen for their appointment. Other patients need that space. Thank you.**

**New Data protection rules.** Kenmore are working towards compliance and wish to assure patients that they shouldn't notice any difference to present arrangements for patients.

**“10 tips for seeing your doctor”.** A leaflet is available at Reception explaining helpful hints for consideration before your appointment with your doctor. This is also available on our website.

**Surgery closure and prescriptions:** the next closure for staff training will be on the afternoon of **Wednesday 5<sup>th</sup> September 2018.** The surgery will close at 1.00pm that day. The pharmacy will remain open – access by the surgery fire door.

**Kenmore Patients Group** would be grateful if someone would offer to take hand-written notes from their meetings. Please contact Andrew Blain at [blainra@aol.com](mailto:blainra@aol.com) for further details.