

**Useful General Information:**

Practice Opening Hours:

**Monday to Friday  
8am to 6pm**

Practice Telephone number:

**0116 267 7901**

Out of Hours:

**111**

Greengatemedicalcentre.co.uk

# PRACTICE NEWSLETTER



Greengate Medical Centre

## Welcome

ISSUE 6

SUMMER 2019

So far this year as a practice, we have experienced and implemented a great deal of positive change which we will detail within the content of this latest newsletter.

All the changes that we have undergone are to ensure our practice is run to the very best of our ability as well as fulfilling all of our contractual obligations now that we are also part of a Primary Care Network (PCN). Being part of a PCN essentially means that it enables us to give greater provision of personalised, coordinated and more integrated health and social care.

As our list size is continuing to increase to over 11,500 patients, we are proactively looking for a salaried GP to better cope with the demand. More appointments are also being released daily to provide our patients with more options and opportunity.

To coincide with this, we are also temporarily offering additional healthcare appointments from 7:30am daily and the Duty Doctor will also have the ability for telephone appointments after 6:00pm. We plan to extend these core working hours until March 2020 when this will be reviewed again.

You may have noticed our website has undergone an image revamp in a bid to improve clarity and provide up to date and useful patient information. All functionality and navigation remains the same. You can visit us at [www.greengatemedicalcentre.co.uk](http://www.greengatemedicalcentre.co.uk)

Alongside these changes, from 30th June 2019, patients of West Leicestershire GP Practices, which includes Greengate Medical Centre, will have to order their repeat prescriptions directly through their GP Practice and not their high street or internet pharmacy or appliance contractor. This can be done online, by post or in surgery. Should you not already have access to online services, ask one of our Reception team for a form and we will send you a username and password. After the initial sign up to online services is complete, the ordering of repeat prescriptions is extremely straight forward and makes managing your own medication simpler and safer with less wastage to the NHS.

### STAFF NEWS

Dr Ford has now retired from the Practice and asked us to express her gratitude to everyone who wished her well and sent her cards and gifts. Dr Greer, with his 24 years of service here, has now taken over as Senior Partner at the practice. Dr Edwards joined the practice team as our newest Partner at the beginning of June, taking over Dr Ford's patient list. Alongside Sister Julie Martindale, we have welcomed Lynne Birch as a Practice Nurse and we have also advertised for another Practice Nurse to join our fantastic clinical team.

### Did you know?

You can book your appointments and request repeat medication online?

Please ask at reception for further details.

Check out our new website for more information and our latest news.

### Top Tips

Before you see the GP, work out what you are worried about. Highlight your concerns. Think about how you would describe your symptoms. Get to the point don't keep important information to the end.



A SERIOUS ILLNESS MIGHT GET MISSED



**ONE APPOINTMENT  
ONE PROBLEM  
ONE PATIENT**

IT IS TEMPTING TO BRING A LIST OF UNRELATED PROBLEMS, BUT CONSIDER WHAT'S ACHIEVABLE IN 10 MINUTES!



TOO MANY PROBLEMS DISTRACTS THE DOCTOR ON DEALING WITH YOUR MAIN PROBLEM



DOCTOR MAY BE MORE LIKELY TO RUSH

Dr Thomas Edwards, GP Partner





The NHS  
non-emergency  
number

### Training Practice

We are pleased to announce that as of 2020, Greengate Medical Centre will become a 'Training Practice'.

This will mean that we will be training an already qualified Doctor on site to become a General Practitioner.

In doing so, the trainee GP will also be offering some of our patients appointments.

We will keep you informed as we get more information on this.

### CARERS

If you are a carer, please ensure that this information is on your medical records.

If you are unsure, ask at reception and you will be given a form.

## Changes to repeat prescription ordering

The way repeat prescriptions are ordered is changing. From **30th June 2019** you will have to **order your repeat prescriptions directly through your GP practice**, and not your high street or internet pharmacy or appliance contractor.

For information about these changes please visit the **West Leicestershire CCG website**, where you can use the menu at the bottom of the screen to select your language: [bit.ly/Repeat\\_Meds](http://bit.ly/Repeat_Meds)

With many people travelling abroad over the Summer, can we please remind you to book any required travel vaccinations **AT LEAST 6 weeks** in advance. If you are unsure what vaccines you may need, please ask for a form from Reception **AT LEAST 8 weeks** in advance of the date you are due to fly.

Prescribing of over the counter (OTC) medications is changing. Your GP, nurse or pharmacist will not generally give you a prescription for OTC medicines for a range of minor health concerns. The practice has posters up in Reception detailing the common ailments that we will no longer prescribe for in an effort to help use our NHS resources responsibly. OTC medicines are available to buy in pharmacies and many supermarkets.

**Choose well.**

- UNWELL, UNSURE?** CHOOSE NHS 111
- COUGH OR COLD?** CHOOSE A PHARMACIST
- SORE THROAT** CHOOSE SELF CARE
- FEVERISH CHILD?** CHOOSE YOUR GP SURGERY
- DEEP CUT?** CHOOSE THE MINOR INJURIES UNIT
- SEVERE CHEST PAIN?** CHOOSE A&E or call 999

### WHEN YOU, OR SOMEONE YOU KNOW, IS UNWELL, DO YOU KNOW WHICH SERVICE TO ACCESS FOR HELP AND ADVICE?

- Self care:** Be sure to keep pain killers, cold treatments, plasters, antiseptic creams etc. at home for most minor illnesses, ailments and injuries.
- Pharmacy:** Pharmacists can provide confidential health advice and treatment for a range of common illnesses and complaints. A lot of over the counter medication is no longer available on prescription.
- GP Practice:** Normally, the first point of call for non-urgent, ongoing illnesses or injuries, or when self care has not relieved the symptoms.
- NHS 111:** Dial 111 for fast medical help and advice for anything that is NOT a life-threatening emergency.
- Urgent care centres:** Minor injuries and illnesses that need urgent treatment.
- A&E/Emergency dept:** These services should only be used in an emergency for critical or life-threatening situations. If you cannot travel to the hospital yourself, dial **999**.

For further information, please visit [choosebetter.org.uk](http://choosebetter.org.uk)

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[www.greengatemedicalcentre.co.uk](http://www.greengatemedicalcentre.co.uk)