

# Newsletter

## CHURCH FARM CLOSE MEDICAL PRACTICE

Autumn 2012

THE LOFTHOUSE SURGERY  
2 CHURCH FARM CLOSE  
LOFTHOUSE  
WF3 3SA

TEL: 01924 822273

THE MANSE SURGERY  
4 MARSH STREET  
ROTHWELL  
LS26 0AE

TEL: 0113 2823390

### Practice News

Welcome to the first newsletter from Church Farm Close Medical Practice.

For those of you who are not aware, our practice consists of two sites. Lofthouse Surgery, and The Manse Surgery in Rothwell. All Doctors and Nurses work from both sites.

There have been quite a few staffing changes over the past six months. Jenny Ramsden, the Practice Manager, has retired from the practice after more than 20 years service. Jenny is missed by everyone and we wish her a long and happy retirement.

Karen Nicholson joined the practice in April as the new Practice Manager. Karen has worked in the NHS for over 10 years. We also welcome Joanne Hands who has joined the practice as the Assistant Practice Manager.

We are delighted to let you know that Dr Samantha Browning has now become a partner at the practice and will be working 3 days a week. Dr Samantha Browning is not to be confused with Dr Ben Browning who you have known for many years!!

Christine Spence has decided to change her role at the practice and is now the Practice Secretary. We also welcome all the new faces to the reception team, who you will get to know over the next few months.

### Flu vaccinations

The flu season has crept upon us very quickly this year and it is time to start thinking about protection yourself against seasonal flu.

If you are over 65 or in one of the "at risk" groups you should make an appointment with the practice nurse for your flu vaccination.

At risk includes:

- Diabetes
- Chronic kidney/liver disease
- Asthmatic / COPD
- Coronary Heart Disease
- Pregnant women
- Carers

### Apologies to all our patients....

We would like to apologise to all our patients for the interruption to our telephone system at Lofthouse Surgery. The telephone system had to be updated and a new system was installed in September. Unfortunately the new system was not installed correctly and many patients and reception staff found themselves frustrated with the service. The telephone system was corrected on the 15<sup>th</sup> November and the service should now be much improved.

**Please note that both Surgeries will be closed on the following date for GP training.**

**Tuesday 8<sup>th</sup> January 2013 – closed from 12.00 noon**

**Tuesday 12<sup>th</sup> February 2013 – closed from 12.00 noon**

## Patient Participation and Reference Group

The practice would like to invite you to join a patient group. The group is being established in order to give you, our patients, an opportunity to work with staff in order to develop the practice. The group will aim to meet informally four times a year.

All patients are eligible to join the group. We would like the group to be fully representative of our patient population, so please do not think you won't qualify... you will! The group will be made up of practice staff, patients and carers.

For further information on the group, please ask reception for a patient group form. There is no obligation to join. If you would like any further information, please ask at reception.

## Prescriptions

The practice does not take requests for repeat prescriptions over the telephone. By taking requests over the phone, medication errors were being made and the Doctors have asked the receptionists not to do it anymore. If you would like a repeat prescriptions please leave a note in the box at reception or register for our online repeat prescription service.

Prescriptions take 48 hours after being requested before they are ready. Please ensure you submit your request in plenty of time.

### Opening Times

#### Lofthouse Surgery

Mon 8am - 6pm

Tue 8am - 6pm

Wed 8am - 6pm

Thurs 8am - 6pm

Fri 8am - 6pm

#### The Manse

Mon 8am - 6pm

Tue 8am - 6pm

Wed 8am - 6pm

Thurs 8am - 12noon

Fri 8am - 6pm

### Update your records

**Have you moved house, changed telephone numbers or have any of your other details changed. If so, please inform us so we can update your records. This is important as we may need to contact you in an emergency.**

## Christmas Openings

Please note that the Practice will be closed on the following dates:

Tuesday 25<sup>th</sup> December – Christmas Day

Wednesday 26<sup>th</sup> December – Boxing Day

Tuesday 1<sup>st</sup> January – New Years Day.

The practice will remain open at all other times over Christmas.

Please ensure you have your repeat prescriptions ordered in plenty of time to last you over the Christmas period.

Seasons greetings and a happy healthy New Year to all our patients

