

The Village Medical Centre

April 2017 Newsletter

What's New

In order to improve the experience for patients we have reviewed the way in which we do things in order to ensure that we continue to provide a high quality service / experience for all when attending or calling the practice.

So what does this mean?

As we all know the busiest times for surgeries is that morning period when the phone lines become available and being stuck with an engaged tone is frustrating for us all, therefore we will be introducing a new system to help alleviate this.

As from Wednesday 5th April 2017:

Test results

ALL test results can now be collected between 3pm and 5pm Monday to Friday. Please note we will be unable to process any requests outside of this time either over the telephone or in person

Prescriptions

Please note repeat prescriptions **Cannot** be ordered over the phone. All requests must come in either by written request by hand (and posted in red box in reception), faxed to us on 01234 244025 or by emailing us at

enquiries@gttenham.org

Please note All repeat prescriptions take **2 full working days** to be issued however cannot be re-issued until a week prior to being due so please ensure you order your repeat scripts within this time frame trying to avoid the day before you run out of your medication

Patient Reference Group

We are reinstating our patient reference group. If you have previously been a member you will need to re-join.

This is a group of patients that meet on a quarterly basis who help to support what we do at the medical centre to ensure you receive the best patient experience – they are your voice!!!

We will be holding our first meeting during April and if this is something that you would like to be a part of then please speak to Zoe who can give you more information

Newsletters will be issued quarterly so if you have a local event or any other interesting articles that you would like to be included please let us know (space will be limited)

Did you know?

Patient On Line Services

If you register for our online service, SystmOnline, you can book appointments, order repeat prescriptions and log in to see your test results at any time during the day or night without having to leave the house. This is a 24 hour, 7 days a week, 365 days a year service that is run by TPP.

For more information on SystmOnline and TPP please visit <http://www.tpp-uk.com/products/systmonline>

For more detail on how to register please speak to reception.

Practice Team

GP's

Our doctors are lead by Dr Chandu Prasannan who oversees the clinical areas of the practice. We understand the need for continuity of care therefore all doctors work closely to ensure that continuity is maintained even when seeing different members of the team

- Dr C Prasannan MB BS (Lead GP) GMC 4668741 Male
- Dr A Khan MB BS (Locum GP) GMC 6121647 Male
- Dr N Hussain MB BS (Locum GP) GMC 7037168 Female
- Dr K Neelagiri MB BS (Locum GP) GMC 5194668 MAle
- Dr N Dalafu MB ChB (Locum GP) GMC 7005097 Female
- Dr C Heaney MD MRCGP (Locum GP) GMC 6130670 Male
- Dr L Nwogu MB BS (Locum GP) GMC 6146450 Female

Nurses

Our Nursing team provide the full range of nursing services in the surgery including family planning, emergency contraception, cervical smears, dressings and wound care, injections and taking blood, health checks and health promotion.

Both our Nurse Practitioner and Minor Illness Nurse are able to undertake consultations and examinations which may normally be done by a doctor.

- Nykky Aldridge (Advanced Nurse Practitioner)
- Janice Beech (Practice Nurse) - Minor Illness trained
- Joy Trudgill (Practice Nurse) - Diabetes Specialist
- Sue Hardaker (Practice Nurse) - Asthma Specialist)
- Berenice Wells (Health Care Assistant)
- Jackie Williams (Phlebotomist)

Patient Support Team

Our friendly Patient Support team are here to help you by making appointments, dealing with telephone enquiries, taking messages and undertaking administrative functions of the practice. Sometimes it may be necessary for them to ask a few questions about your condition in order to help the doctor or nurse decide how quickly you need to be seen. You can rest assured that any information given will be treated confidentially.

Medical Secretaries

- Diane Bliss (Lead Secretary)
- Louise Mote
- Su Quinn

Reception Team

- Zoe Palmer (Team Leader)
- Pauline Yates
- Anne Rivett
- Maxine Smith
- Carissa Eaton
- Jackie Williams

Practice Management

Responsible for the day-to-day running of the practice, if you have any issues please do not hesitate to speak to us directly.

- Jo Morrison (Practice Manager)
- Jon Ephgrave (IT Manager)