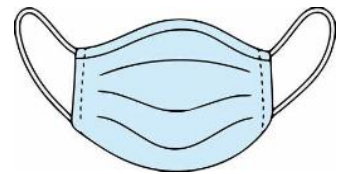


## Here are few updates and some general information about the Medical Centre and the team working here...

### Face masks

Masks are no longer mandatory for patients and staff at the medical centre. However, if you are displaying any cold/flu symptoms we ask that you do still wear one whilst in the practice. Masks will still be available at the reception for patients who need or wish to wear one.



### Recording home blood pressure readings

If you are asked to record your blood pressure at home, the doctors have put together a formatted sheet for you to easily record your results. Any readings that are not recorded on this sheet will not be accepted as they can often be difficult to read and interpret.

If you are not able to collect a form before doing your readings, you can make a note of them and transfer them onto the new sheet when you bring them into surgery.



### Travel Vaccinations

If you are needing vaccinations before travelling abroad, please make sure they are booked in good time. We only offer NHS vaccines (polio, typhoid, hepatitis A and cholera).



### Appts used and missed – S1 rep

Between 1<sup>st</sup> Feb and 1<sup>st</sup> March, we had **124 booked appointments that were not attended**. Missed appointments could have been used for other patient and have huge financial implications for the NHS. If you are unable to attend your appointment for any reason, please let us know.



## NHS Help with Health Costs – HRT prepayment prescriptions

If you pay for NHS prescribed HRT medicine 3 or more times a year, a HRT prepayment certificate could save you money. As you know, each item on an NHS prescription would usually cost you £9.65. However, you can now purchase a HRT PPC for a one-off payment of £19.30 (the cost of two single items). This certificate would allow you collect an unlimited number of certain HRT medicines for free for 12 months, regardless of why they are prescribed.

Please be aware that the certificate **DOES NOT** cover all HRT medicines

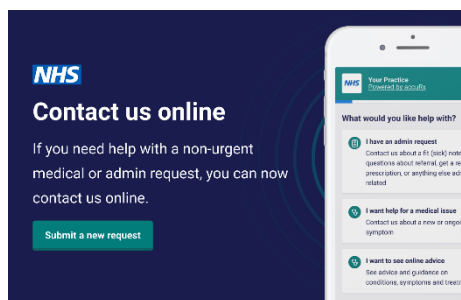
For further information please visit;

[www.nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-hormone-replacement-therapy-prescription-prepayment-certificate-hrt-ppc](http://www.nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-hormone-replacement-therapy-prescription-prepayment-certificate-hrt-ppc)

## Online Consultation

Just a reminder that if you have a non-urgent issue that may not require a same day appointment and you want to have your symptoms checked, you can use the online consultation option on our website. The online requests are reviewed regularly by the clinical team, and we aim to get back to you within 2 days.

Look for the tab pictured below on our home page



## On-going decorating at the surgery

As most of you will be aware, the surgery suffered some damage during the floods last year. Since then, we have had lots of work going on to redecorate and improve the centre. These works are almost completed, and we would like to thank you for your patience and understanding during this time.



**New Staff:** We give a huge TMC Welcome to our new recruits:

### **Chris Pickard – Care Co-ordinator**

Chris is our new Chronic Disease Care Co-ordinator, a brand-new role for the surgery. He will be working alongside the clinical team with our patients that have long term medical conditions (such as diabetes, COPD, and asthma) to ensure that their reviews and any follow up care is carried out at the correct time and whenever possible all in one or two trips. Please be aware that your annual review dates may be brought forward slightly this year to ensure that our patients are attending evenly over the year, this will hopefully free up more appointments in the winter months when there is a much higher demand.

### **Rachel Moss – In house Physiotherapist**

Rachel is our new in-house physio and will be in surgery all day Monday and Tuesday afternoons. If you feel you may need to see a physio, appointments can either be face to face if there is capacity, or over the or phone for an initial assessment. If a patient calls and the receptionist feels they may benefit from seeing/speaking to the physio, they will direct you to Rachel. Unfortunately, Rachel is unable to see patients under 16 or patients that already have a diagnosed medical issue such as Rheumatoid Arthritis, she is also unable to visit housebound patients.

**Finally, we would like to wish all of our patients a very  
Happy Easter holiday!**



**Thank you.**