



# Hadwen Medical Practice

NEWSLETTER ISSUE 4 DEC 2013

Welcome to the Christmas 2013 edition of the Practice Newsletter. This edition will cover our inspection by the Care Quality Commission, volunteers required for our Patient Participation Group, details of our opening hours, a reminder about parking in the vets car park, and our appointment types.

On behalf of the partners and staff at the practice I wish you all a very happy Christmas and a healthy New Year.

*Jan Robertson*

Practice Manager

## Care Quality Commission

The practice was inspected by the Care Quality Commission on 22<sup>nd</sup> November 2013. We are delighted to announce that the practice passed the inspection and received a very positive report. A copy of the inspection report can be found on our website

[www.hadwenmedicalpractice.co.uk](http://www.hadwenmedicalpractice.co.uk) or on the Care Quality Commission website [www.cqc.org.uk/public](http://www.cqc.org.uk/public).

## Patient Participation Group

Our Patient Participation Group (PPG) meets regularly with representatives from the practice to discuss topical issues, express views on planned service developments, and raise issues which are of concern and/or will help improve the standard of care offered by the practice. The PPG meets approximately every 2-3 months on a Monday evening at our Glevum Way surgery. We are currently looking for additional volunteers to serve as PPG members particularly from those in the 20-50 year old age range as they are currently under-represented on the committee. If you would like to volunteer for this very worthwhile activity please contact the Chairperson of the PPG, Mr Graham Wightwick, at email [gandjwightwick@btinternet.com](mailto:gandjwightwick@btinternet.com).

Alternatively Graham can be written to care of

Glevum Surgery, and the letter will be forwarded to him.

## Opening Hours

The practice's normal opening hours are as follows:

### Glevum Surgery

Monday	8.00am – 6.30pm
Tuesday	8.00am – 8.00pm
Wednesday	8.00am – 8.00pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
Saturday	8.00am – 10.30am

### St Michael's Branch Surgery

Monday	8.45am – 12.30pm 1.30pm – 6.00pm
Tuesday	8.45am – 12.30pm
Wednesday	8.45am – 12.30pm
Thursday	8.45am – 12.30pm
Friday	8.45am – 12.30pm 1.30pm – 6.00pm

### Wheatway Branch Surgery

Monday	8.45am – 12.30pm 1.30pm – 6.00pm
Tuesday	8.45am – 12.30pm 1.30pm – 6.00pm
Wednesday	8.45am – 12.30pm 1.30pm – 6.00pm
Thursday	8.45am – 12.30pm 1.30pm – 6.00pm
Friday	8.45am – 12.30pm

Our Christmas opening hours can be found on our website and are displayed at each surgery.

## Parking in the Vets Car Park

All patients are kindly reminded not to use the vets' car park when visiting Glevum surgery or the pharmacy. It is private land and sufficient space needs to be available for their clients who have sick animals.

## Appointment Types

A reminder of the appointment types that we offer:

### Urgent

For patients who need to be assessed or seen the same day. Patients will be seen or contacted by our on-call triage team.

### Telephone Consultation

Suitable for patients who do not need to be seen in person.

### Non-Urgent

These appointment types are released each day at 0800 and 1230, for appointments that are usually in 2-3 days time. These appointments are suitable for those who cannot wait for a routine appointment but do not need to be seen urgently on the same day. There is limited availability of these appointments.

### Routine

Suitable for those patients with non-urgent needs or those requiring on-going treatment. These appointments are available to book up to eight weeks in advance and can also be booked through the automated telephone system.

Please try and help ease demand by considering other sources of advice and support so that appointments are available for those with the most need. Our website gives good advice about colds, sore throats, coughs, and other ailments. Your local pharmacist can advise you about these issues too. Please also remember that injuries should be seen at the A and E department of Gloucestershire Royal Hospital.

## Repeat Medication Collection Times

Please note our turnaround times for repeat medication requests:

Deposited with Surgery	Collection Date
Monday	After 2pm Wednesday
Tuesday	After 2pm Thursday

Wednesday	After 2pm Friday
Thursday	After 2pm Monday
Friday	After 2pm Tuesday
Saturday/Sunday	After 2pm Wednesday

We try our very best to have your prescription ready on time. Occasionally though, there may be delays due to GP availability and volume of prescriptions received. To help us it would be appreciated if you could submit your repeat medication request as early as possible.

### Glevum Pharmacy

Access to the pharmacy is available through the surgery during practice opening hours. After hours, the pharmacy has its own independent access via the surgery car park.

Opening hours of the pharmacy are:

Monday	0800-2300
Tuesday	0800-2300
Wednesday	0800-2300
Thursday	0800-2300
Friday	0800-2300
Saturday	0800-2200
Sunday	0900-2000

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