



Do you drive to the surgery?

We are noticing that an increasing number of patients are parking their cars in the drop off bay outside our main doors, either when using the pharmacy, or when attending for their appointments.

Please be aware that this bay is for drop off only and that parking is not permitted as the area must be kept clear for emergency vehicles.

Patients parking in this area will be asked to move to ensure we maintain ambulance and paramedic access at all times.

Please also note that the doctor's car park is for use by doctors only – patients should use the other car parks surrounding the surgery.

Mount Farm Patient Participation Group (PPG)

– a message from our PPG Chairman

'Like you, I am a patient at the surgery and have been for many years. I was asked if I would be interested in helping to keep the surgery as good as it is today by joining the above Patient Group and putting forward any suggestions or ideas as to how and if things can be improved.

As a Patient Group we only meet once every three months for about two hours. At present these meetings are set for a given Monday night starting at 7.00pm. There are about eight of us and we would like that expanded to between twelve and fifteen. I wonder if you would be willing to come along and give your views? We would be very pleased to see you, and every suitable suggestion or opinion that is put forward helps the Practice to continue offering such an overall excellent healthcare service. Recently, the Practice has undergone an inspection by the CQC – Care Quality Commission – and has been awarded the status of "Good" with no recommendations for improvement in any area. This is an excellent award to receive and reflects accurately the high standard of all-round healthcare offered by this surgery.

If you would like to know more, or you are keen to take an active interest on how the surgery fits in to the overall NHS plans, please contact me either by email at malcolmedgar@talktalk.net or by telephone on 01284 830296. I will be happy to answer any questions, and hopefully welcome you to our Patient Group.

Regards,
Malcolm Edgar
Chairman'

Flu Clinics

We are pleased to inform you that our flu clinics will be starting in September. These will take place on three Saturdays during September and October.

All eligible patients have been contacted and we are in the process of arranging visits for those patients who are housebound - these patients will be contacted in due course. We would appreciate it if you would refrain from contacting us about these clinics before you have heard from us, as this can cause unnecessary delays in answering other patient enquires.

These clinics will be held on:

Saturday 30th September from 8.00am – 2.45pm

(THIS FIRST CLINIC IS FOR PATIENTS AGED 18 & OVER ONLY – PLEASE DO NOT BRING CHILDREN TO THIS CLINIC AS WE WILL BE UNABLE TO VACCINATE THEM)

Saturday 14th October from 8.00am – 12.45pm

Saturday 28th October from 8.00am – 12.45pm



'Who can see my health record?'

To treat you safely and well, it is important that professionals you see can access your health record. **Many patients assume that if they are seen in hospital or at another surgery in an emergency situation, the doctor can automatically see their medical record, but this is not the case.** Only by letting your GP surgery know it is ok will your notes be available to be seen by other health professionals such as hospital clinicians, paramedics or district nurses. To give consent to share your health record with other health professionals, or for more information, please ask any member of staff for a 'Who can see my health record?' form.

How to contact us: To help us deal with your enquiry efficiently, please see below for details of how to contact the correct department for your needs:

MAIN RECEPTION - to book appointments - to book telephone calls - to request home visits	01284 769643 Lines open Mon – Fri 8.00am to 6.30pm
ADMIN OFFICE - to obtain test results (Please note that test results need to be checked by a doctor before they can be released, and so are usually available after 2.00pm) - for registration queries - to book your Annual Review - for general admin queries	01284 716111 Lines open Mon – Fri 9.00am to 5.00pm
PRESCRIPTIONS - to order your repeat prescription - for general prescription queries	01284 705512 Lines open Mon – Fri 12.00pm to 4.00pm
MEDICAL SECRETARIES for referral queries	01284 716116 Lines open Mon – Fri 9.00am to 5.00pm
CLINICAL SERVICES - for cervical screening queries - for patient recall queries - to notify us of a death	01284 716114 Lines open Mon – Fri 9.00am to 5.00pm
PRACTICE MANAGER Mrs. Jayne Nayler	01284 769643
SURGERY EMAIL ADDRESS Please do not send requests for prescriptions, appointments, or medical advice via email	WSCCG.MountFarmAdmin@nhs.net
SURGERY WEBSITE	www.mountfarm.com

AND FINALLY, SOME STAFF NEWS:

We have welcomed two new GP registrars to our team – Drs. Samantha White and Jennifer Allen will be with us until August 2018. Drs. Lauren Mercer and Jo-an Dovaston have both recently given birth to baby daughters and are doing well. Dr. Jude Chapman leaves the practice on 28th September – we wish him all the best for the future.