



Chopwell Primary Health Care Centre



Patient Participation Group

Would you be interested in joining our Patient Participation Group? Please ask to speak to Miss Samantha Cromar or Roshan Hassan and they can register you.

Practice Opening Hours:

Mon 9am-1pm & 2pm– 6pm

Tues 9am-1pm & 2pm – 6pm

Wed 7.30am-1pm & 2pm – 7.15pm

Thurs 9am-1pm

Fri 9am – 1pm & 2pm – 6pm

Prescriptions

All prescriptions will need to be requested:

Online: please ask at reception for a registration form.

In Writing: Using either re-order slip or on a piece of paper with your name and date of birth added.

The Practice does not accept prescriptions over the telephone due to safety reasons.

Newsletter Autumn 19

Protect yourself, your family and your patients - be a flu fighter



Flu clinics will be starting at Chopwell Surgery from the end of September. You can enquire about your appointment now at reception.

When you are having a flu vaccination please wear loose upper clothing, preferably a short sleeved top. This will assist our staff to run these clinics in a timely manner. Thank you.

Childrens nasal flu will also be available for children 2-3yrs only.

Please be aware that our nurses are available during school half term and also during extended hours on a Wednesday evening from 3.30pm-

7.15pm





We now have a Facebook page- 'Primary Healthcare centre, Chopwell'. We welcome our patients to follow our page to keep up to date with information about the surgery.

Digital Services in Primary Care survey (NGCCG Group)
<https://www.surveymonkey.com/r/DigitalPrimaryCareServices>

PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS

We welcome your feedback

We now display feedback in our waiting area for our patients to view. It is captioned "You said.....We did"

There is also an area welcoming comments from patients which, is captioned "What matters to you?" We would like to learn more about what our patients want from our service.

E-Consultations The practice is now live for e-consultations.

If you visit our website- <http://www.chopwellmedicalpractice.nhs.uk/>

A box will automatically appear on the screen of our home page. You can ask for help with a specific problem or condition, ask for general advice if you are not sure what your symptoms mean or request for administrative help for things like sick notes etc. You will be asked the same questions a doctor would ask in a face to face appointment. You would just fill out a simple form to get advice and treatment by the end of the next working day and you might not even have to come in to the surgery. You can do it anytime, anywhere, even on your mobile.

We now have a newly appointed Advanced Nurse Practitioner (ANP) called Sandra Telford.

An Advanced Nurse Practitioner (ANP) is a registered nurse (RN) with advanced training in diagnosing and treating illness. Nurse Practitioners prescribe medication, treat illness, and full examination.

WE ARE SORRY IF WE RUN LATE FOR YOUR APPOINTMENT TIME

Sometimes our clinicians run behind schedule. We are sorry for any inconvenience that this may cause.

Unfortunately there are some circumstances where this simply cannot be helped. There are times when emergencies arise and must be dealt with. As you can appreciate this usually goes beyond the 10 minutes that is provided for an appointment.

It can also depend on what patients intend to discuss in their appointment. If it is numerous things then this again can go beyond an appointment time. Please inform staff when making the appointment if you wish to discuss a number of things. We can then try to accommodate this without causing delays to other patients.