

## All For A Good Cause



Thank you to all of the patients and local businesses who attended and donated to the **Macmillan Coffee Morning** that was held on our annual flu day back in September 2016. In total we raised an astonishing £557.00 which was donated to the Glossop Macmillan team. We also raised £87.64 for **Wear It Pink** which supports people living with breast cancer. The patient group also hosted a coffee morning in aid of **Mental Health** in January 2017 and together they raised £13.60.

## Over 13's

If you are aged 13 - 16 the practice has automatically removed any mobile numbers that are linked to your record. Each week any young adults who have turned 13 will have any mobile numbers removed from their record to ensure we keep all details of appointments and results confidential.

We protect patient confidentiality to ensure young adults feel comfortable and secure when visiting the GP alone. If you are aged 13 - 16 please update us with **YOUR** mobile number. Your parent/guardian can still make appointments for you and with your consent can obtain results on your behalf. *For more information please speak to a member of staff.*

## Do you have Type 2 Diabetes?

If you have Type 2 Diabetes you now have the opportunity to see the Nurse in a **Group Consultation**.

### Why we are doing Group Consultations?

With our help, you will have excellent opportunities for support and guidance on your medical issues. You will also help other patients to learn from your experience (and the professionals usually learn something too).

If interested please email the practice on [TGCCG.c81106@nhs.net](mailto:TGCCG.c81106@nhs.net) for the attention of Debbie.



# Lambgates Health Centre

## Summer Newsletter

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# SURGERY ANNOUNCEMENTS

## A MESSAGE FROM DR ROWELL

“After 14 years as a partner at Lambgates Health Centre, it is with a heaviness of heart that I announce I will be leaving Lambgates at the end of August. This has not been an easy decision but I feel that in order to maintain some semblance of work-life balance it is one I must take.

I feel extremely privileged to have been a GP in my local community and I will be forever grateful to all those patients whom I have got to know and who have allowed me to share their lives with them over the years.

I wish you all the very best and hopefully our paths will cross in the future”

## A MESSAGE FROM DR THORNLEY

“It is with great sadness and regret that I find myself unable to return to working at Lambgates. I had always imagined being here until my retirement but unfortunately that cannot be.

It has been an honour and privilege to work here, and to hopefully offer some help and comfort during some of the more difficult times of your lives, as well as sharing some of the most joyous moments. I wish you all the very best of health now and in the future.

Kind regards, Andrew”

## Lambgates Patient Participation Group

**WHAT IS A PATIENT PARTICIPATION GROUP?** A group made up of patients and staff working together to support the surgery

**WHO CAN JOIN?** All patients at the practice (over 18)

**WHY SHOULD I JOIN?** It is an opportunity to support your surgery in supporting you.

**HOW DO I JOIN?** Contact the PPG Chair Chris Godwin or the Secretary Gail Searle by email - [ppglambgates@gmail.com](mailto:ppglambgates@gmail.com)

**WHEN ARE THE MEETINGS?** Here at Lambgates on the first Tuesday of each month 2pm—4pm.

**I can't make the meetings, can I still get involved?** Yes! You can sign up to be a 'virtual member'. You will receive minutes of all meetings and can communicate via email to comment or add items to the agenda.

## Next Of Kin & Emergency Contact

Please help us to keep your details up to date by providing Next of Kin and Emergency Contact details.

Please also make us aware if you give consent for us to discuss your record with certain family members or relatives.

We cannot give any information out otherwise.



## Community Pharmacy Service

### to Treat Minor Ailments

Are you suffering from one of the following?

Coughs  
Sore Throat  
Head Lice

Headache  
Hay fever  
Conjunctivitis

Athletes Foot  
Thread Worm  
Blocked Nose  
Vaginal Thrush  
Temperature (Fever)

You don't need to wait to see the doctor. Pharmacies can give advice and treatment. Advice is always free. If you don't pay for your prescriptions then treatment will also be free.

To access this service the patient must attend the pharmacy.

Did you know you can self-refer into this service?? You don't need an appointment- just call into the Pharmacy. They also have consulting rooms for your privacy.

If you are requesting an appointment or prescription for any of the illnesses listed above the reception staff will be able to refer you to a local pharmacy involved in the scheme (having checked suitability relating to with inclusion and exclusion criteria).

Please speak to the receptionist for further details.

**And did you know** all the Opticians in the area run a similar service for conjunctivitis, pink eye, and other conditions



affecting the eyes. Simply call the Opticians to make an appointment. Speak to a Receptionist for more information.

## Practice Update

We will continue to provide a great service for our patients!

Dr Palmer, Dr Laurie, ANP Wendy,

Nurses Debbie, Diane, Clare and Hilary,

STGP2 Dr Jilani and regular Locum GPs

Dr Wilkinson and Dr Hulme continue to have appointments.

### 7 DAY ACCESS EVENING AND WEEKEND APPOINTMENTS

Evening and weekend appointments are available as part of the Seven Day Service.

Appointments are available from three hubs located at Ashton Primary Care Centre, Glossop Primary Care Centre and Thornley House Medical Centre in Hyde.

You can book an appointment in the usual process by phone or calling into the surgery. Clinicians staffing the evening and weekend service will be able to access your medical records for medication and referral purposes (subject to the patient's consent), but cannot access results or documents.



## Prescription Requests

For two years the practice **HAS NOT** accepted prescription requests over the telephone. To order a prescription the best way is to:

**Order via Patient Access—you can order online anytime, anywhere (call in to Reception to set this up)**

However if you don't have internet access you can order the following ways:

1. Drop a request in one of the prescription boxes located in the Main Foyer and the Albert Street post box.
2. Call your nominated chemist
3. Post it to us



**We do not accept fax requests**

**DID YOU KNOW...?** You can sign up with a nominated chemist to have your prescription sent electronically, so you don't have to pick it up from the surgery— your medication will be waiting for you at the chemist.

***Prescriptions submitted before 3pm will be ready in 48 working hours.***

***Prescriptions submitted after 3pm will be ready in 72 working hours***

## Appointments

Whilst we appreciate you may have to wait to be seen due to emergencies and unforeseen delays, it is really important that patients arrive in plenty of time for their appointment.

**Failure to arrive on time will mean that you will not be seen.**

Please also remember to cancel your appointment if you are unable to attend, which you can do online via Patient Access and you can now do it by replying to your text reminder. This will ensure that the appointment slot isn't wasted and can be used by another patient.

## Patient Access



Feedback for the online patient services has been flooding in and it seems it has really benefitted you. Online Patient Access allows **you** to **book** and **cancel** appointments for both the nurses and doctors, request prescriptions and view results, documents and medical records. You can access the services 24/7 and book appointments up to 28 days in advance.

First you must register for appointments and prescriptions, you can do this at reception. To apply for results, documents and medical record viewing you must complete an application form which you can get from reception or on our website. You must provide a form of ID when applying for full access.

## New Text Messaging Service



You may have already received one of our new text messages.

The practice has invested in a system that allows patients to 'text back' to cancel appointments that they no longer need. The new system also allows patients to decline invites for vaccinations such as flu and pneumonia jabs.

This means the phone lines are less busy and the reception team can take more urgent calls.

In order for this service to run effectively, please ensure the practice has an up to date mobile number on record.