

# Patient Newsletter

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Station View  
Health Centre

## Partners Leaving the Practice

Many patients will know that Dr Parkinson is retiring from General Practice and will be leaving us in September 2013. The Partners are also sorry to announce that Dr Warner will also be leaving the practice in September too. Both of these partners have made an enormous contribution to the practice over a number of decades and will be sorely missed.



So that patients can express their thoughts and greetings to Dr Parkinson and Dr Warner, a journal will be available for each of them for patients to record their comments at the reception counter.

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### Special points of interest:

- *Staff Leaving*
- *Staff Joining*
- *On-Line Services*
- *Phlebotomy Appointments*
- *Repeat Prescriptions*

## New Partners Joining the Practice

The Partners are delighted to announce that following a competitive round of interviews, two new full-time Partners will be joining the practice in September and October.

Dr Parbinder Sahota, who is trained in Leicestershire and has had significant experience in the area since, will be joining the medical team in mid-September. Dr Sahota has special interests in minor surgery and GP training.

Dr Qasim Bhatti, whose family comes from the West Midlands, is currently completing his GP training in Scotland, and will be joining the partnership in mid-October. Dr Bhatti has special interests and qualifications in diabetes care.

Both of these GPs are very keen to join the team at Station View and the Partners are sure they will provide excellent service to our patients and fit in well here in Hinckley.



## Computer—On-line Services

We are currently testing on-line booking of appointments and on-line ordering of repeat prescriptions in the new clinical computer system. As soon as these tests are completed satisfactorily, we will start to make these services available to our patients once again.



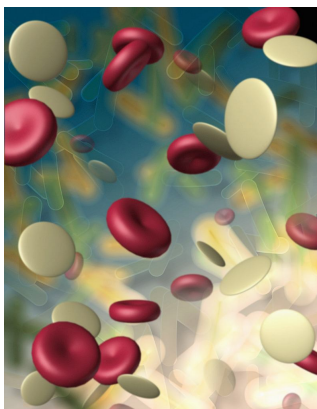
## Phlebotomy Appointments

Last month we commenced a trial of a new appointment arrangement for blood tests. We are now using a “book on the day” system for blood tests. The trial is going well, although we acknowledge there were a number of issues during the first couple of weeks and we apologise for this.

We now have a printed handout explaining the new phlebotomy service. If you would like a copy of this please ask at reception. The purpose of the trial is to provide a safer system for staff and patients alike as the congestion of the former system was putting too much pressure on our staff. Following a review meeting on Thursday 13<sup>th</sup> June we are extending the trial for a further 6 weeks. If you have any comments/suggestions during this period we would be pleased to receive them. Please tell our receptionists.

Can we take this opportunity to thank you for your patience during this period of change?

May we please ask if you are having a blood test that **you remember to bring your blood form with you when you attend** as we are unable to re-produce some of the request forms on the day.



## Repeat Prescriptions

We regret that we are no longer able to take verbal requests for repeat medications over the counter.



To support our patients through this change, we have introduced a written request form which is available at the reception counter. The change is necessary as we are becoming a GP training practice in the near future and will be unable to take verbal requests for medication (both over the telephone and face to face) as it is not recognised best practice. Also, it is most important that patients are fully responsible for the re-ordering of their own medication.

Please note that in consequence of this change, the prescription line will be closed later in the year, after the on-line ordering of repeat prescriptions service has been restored.

