

# Patient Newsletter

Station View  
Health Centre

## Staff

The partners are delighted to announce that a new full time partner has joined the practice in August. Dr David Gillmer, who trained in the Coventry and Warwickshire areas, and has significant experience including as a senior ships physician for cruise liners, has already settled in really well to the practice and will provide excellent care to our patients here in Hinckley.



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### Special points of interest:

- *Staff*
- *Equipment*
- *Friends & Family Test*
- *Blood Tests*
- *Repeat Prescriptions*

The partners are also pleased to announce that a new Advance Nurse Practitioner (ANP), Diane Swinford, joined the team at Station view in August.

Also a new practice manager Judith Goldsworthy joined the team in September, taking over from retiring manager Stuart Tilsley, who we are sorry to see leave after being with us for 7 years.

## Equipment

Once again last week we had an issue with phone lines where 3 out of the 6 BT lines dropped out, and whilst this has since been corrected, we once again apologise to our patients who have struggled to contact us. We are urgently looking into getting a new phone system installed which will undoubtedly improve the issues seen.

**BT assure us that all lines are now fully operative!**



## *Friends and Family Test*

We are to introduce a friends and family test where we will start to ask patients after they have had a consultation at our practice, to see if you would recommend the practice to your friends and family. This will have a follow up question to allow for open text (why you have rated us how you have?) and the results will be published on our website.



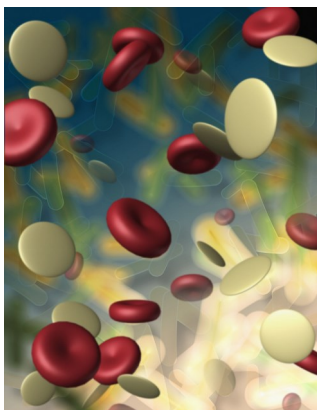
## *Blood tests*

Patients are once again reminded that appointments for blood tests can be booked in advance AT THE HEALTH CENTRE IN HILL STREET, TELEPHONE NUMBER 01455 441885.

Our appointments continue to be released only at 9am on the day to allow for the rush at 8.30am for GP/Nurse appointments to get through first. These can be booked over the telephone on the day or attendance in person for later that morning (subject to availability). Only fasting blood tests can be booked in advance at the surgery.

An explanatory leaflet is available from reception.

Patients should note that the receptionists work strictly to the instructions of the doctors and they cannot vary this system for booking blood tests.



## *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 was necessary as we become a GP training practice and are 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 was closed at the end of August 2013, after the on-line ordering of repeat prescriptions service had been restored. If you require further information please ask at Reception.

