

Welcome to the 1st addition of the Park House Medical Centre Newsletter

1. PATIENTS WHO DO NOT ATTEND FOR APPOINTMENTS (DNA's)

Approximately 150 appointments per month are 'Did Not Attend' (DNA), i.e. the patient does not turn up for the appointment and does not contact the surgery in advance to cancel/change appointment.

As a consequence the following occurs:

- There is an increase in the waiting time for appointments
- Patients who are genuinely ill are being denied an appointment on that day and have to wait until the next available appointment
- There is a potential risk to the health of the patients
- Frustration for both staff and patients
- A waste of resources

Please ensure that you let us know, in plenty of time, if you wish to cancel or cannot attend an appointment

2. CHANGE OF ADDRESS OR TELEPHONE NUMBERS

Please let us know as soon as possible if you change your address or telephone number. This can be a landline or mobile number.

If we need to contact you urgently and have an incorrect number or address this may cause a delay in your treatment or an unnecessary journey to the surgery if an appointment is cancelled unexpectedly.

REPEAT PRESCRIPTIONS

All requests for repeat prescriptions will be available for collection within 48 hours. Please ensure that you order in plenty of time. Routine repeat prescriptions will not be available on demand

HEALTHCARE ASSISTANT

You may make an appointment with Tina our Healthcare Assistant for any of the following:

- A blood pressure check
- Cardiac Risk Assessment
- Stop Smoking
- New Patient Health Checks
- Health Checks for 40—74 year olds
- Health Checks for 75 year olds and above
- Follow-up Weight Management