

Evelyn Medical Centre Newsletter

Spring 2018



Easter Opening Times

The surgery will be closed on the Easter Bank Holidays Good Friday 30th March and Easter Monday 2nd April. We will reopen as usual on Tuesday 3rd April.



SMS...

Good news! Our text messaging service is now back up and running. If you would like to receive text message confirmations and reminders of your appointments please let a member of the reception team know and they can arrange this. We will just need you to verify your mobile number for your records.

Staff Training

The surgery will be closed from 1:00pm on the following dates for staff training this spring;

Wednesday 14th March

Wednesday 11th April

Wednesday 9th May

We apologise for any inconvenience. If you do need medical assistance during this time you can call 111 for advice or 999 for emergencies.

Have you moved house or changed your contact details recently?

If you move house or change your contact numbers please inform a member of the reception team. It is really important for us to have up-to-date records in case we need to contact you for any reason. It also means that, if you are referred to a hospital or another department, they will be able to contact you to offer you your appointment. If you have moved to a new address please bring in some proof of your new address and some ID and we will update our records .



Travel Vaccinations!

If you think you may need any vaccinations relating to foreign travel we recommend you complete a travel vaccination form as soon as possible...

You can log onto the Evelyn Medical Centre website, click on the link for clinics and services and select the Travel Vaccination link. You can complete and submit your form online. Just remember to phone for your feedback 4 day after completion.



Alternatively, you can ask a member of the reception team and they can give you a form to complete.

Once you have phoned for your feedback you will be able to book an appointment with the Practice Nurse. You will need to book your initial appointment at least 6 weeks before you travel to allow enough time to complete any courses.

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Missed Appointments!

Just a little reminder, please let us know as soon as possible if you are not able to attend or if you do not need your appointment, we may be able to give it to someone else.

In December 2017 there were 4 hours and 50 minutes of doctors appointments that were not attended. This is 25 appointments in 1 month that could have been re-booked but were unavailable for people who really needed them.



We also had 10 hours and 8 minutes of nurses appointments that were booked but not attended. This totals 36 appointments that could have been used for people needing urgent assistance.

Ideas to get healthy this spring...

- **Walking** is the easiest way to increase your activity levels. Find a friend to walk with, or join a walking group for some extra motivation.
- **Swimming**, aqua aerobics and working out in water are ideal for older adults, because water reduces stress and strain on the body's joints.
- **Yoga** is suitable for all ability levels. It combines a series of poses with breathing, and is good for building strength, flexibility and balance.

For more information you can visit the NHS Choices website and follow the Live Well link.



Ordering prescriptions over the Easter holiday

Please allow at least 48 hours between ordering and collecting repeat prescriptions in time for the Easter holidays.

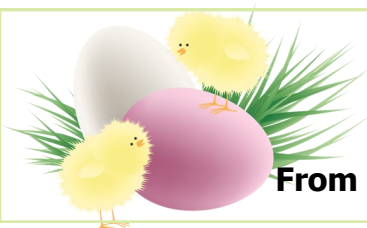
Thank you for your cooperation.

To reduce pressure on the phone lines and allow staff to answer urgent calls quickly we would appreciate your co-operation in contacting us regarding prescription requests by telephone between the hours of 10.30am-11.30am. and 2.30pm—3.30pm



Friends of Evelyn Medical Centre

The January meeting had to be cancelled due to poor weather, we are hoping to reschedule in better weather! If you would like to receive emails with updates and information from the patient participation group please email us at admin.emc@nhs.net



Happy Easter

To all our patients

From all the GP's and staff at Evelyn Medical Centre!



Evelyn Medical Centre & Hathersage Surgery - Tel - 01433 621 557
www.evelynmedicalcentre.co.uk admin.emc@nhs.net