



Lockswood Surgery

Centre Way, Locks Heath, Southampton, SO31 6DX

www.lockswoodsurgery.co.uk

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Practice Newsletter **MARCH 2016**

Practice news

Dr Charlotte Anderton returns to the practice from Monday 14th March, working Monday and Tuesdays

New joiners

Practice Nurse Chrissy Forder will be joining the Nursing team on Wednesday 9th March. Vicky joins the admin team as a medical secretary on the 16th March and finally welcome to Carmen who is our practice apprentice.

IMPORTANT NOTICE
ANNUAL FLU CLINICS
Please call reception if you qualify for a flu injection and have not had it yet!

New service –

You can now order repeat prescriptions over the telephone between
10 – 12 daily on 01489 556797

EPS - electronic

prescription service – if you currently collect your prescriptions from your GP – ask for more details on this service at reception

Blood clinics

The practice now offers blood clinics –

- Monday 8 – 10.30
- Wed 12 – 3.15 pm
- Thursday 1.30 – 2pm
- Friday 8 – 12.30

Named accountable GP for all patients – your named GP is responsible for your overall care at the practice! If you would like to know who it is please ask at reception,

The practice will make reasonable efforts to accommodate any patients request for a particular GP.

Mem ACWY - if you were aged 18 years on 31 August 2015 and have not had this please contact the assistant manager Julie Smith

Chaperones

If you would like a chaperone present during your consultation, please advise reception when booking your appointment or when you see the GP

Did you know!

You can book & cancel appointments, order repeat prescriptions and see a summary of your medical records on line?

For more information on how to do this chat to reception ...

Lockswood Surgery Practice Patient Reference Group (PRG)

The practice latest survey results and minutes of PPG meetings are available –

www.lockswoodsurgery.co.uk/prg.asp

New to General Practice

The friends & Family Test (FFT)

Have your say to improve health care! The FFT is about giving patients the opportunity to provide quick feed back on their care and treatment experience. It's already in use in many parts of the NHS and is expanding to a lot more.

Look for details in the waiting room or ask any member of staff how to take part.

Virtual Patient reference Group

Sign up to the virtual PPG and receive our newsletter on line!

The practice has over 1000 patients who have signed up to our virtual PPG and assist the Practice with surveys asking for patients opinions of services offered by the practice, if you would like to be part of our virtual group please give your email address to reception.