

Gloucester City Health Centre Newsletter



Patient Participation Group (PPG)

We had a meeting with our PPG on 22 March 2013.

We discussed the results from our patient survey which was carried out at the beginning of this year. The survey results were very positive with suggestions on areas we could improve on as a Practice. (The results from the survey and the Practice action plan can be found on our website, they are also displayed in the patient waiting area and a copy can also be requested from the Practice Manager).

Our next PPG meeting will be in June 2013, date and time to be confirmed. Anyone is welcome to join our PPG, if you can spare some time and are interested in joining please ask one of the receptionists for a form.

Gloucester City Health Centre

Special points of interest:

- > If you want to join the P.P.G (Patient Participation Group) please ask for details at reception
- > To register yourself as a carer, collect a form from reception
- > New doctor at the practice

Doctors news

We welcome

Dr Elizabeth Morrison who has joined our practice recently.

She will be working all day Friday.

Hay Fever

The summer months are approaching and for some people who suffer from hayfever this can be a difficult time.

The symptoms of hayfever are sneezing, a runny nose and itchy eyes. You can speak to a Pharmacist about over the counter medication such as antihistamines which may control the symptoms of hayfever. If your symptoms become worse then you should contact your Doctor.

Inside this issue:

PPG	1
Doctors News	1
Hay fever	1
PCT to CCG	1
Carers	2
Opening Times	2
Repeat Prescriptions	2
Phone numbers	2



Change from PCT to CCG

The Gloucestershire Clinical Commissioning Group (CCG) which is a membership organisation of local GP practices, took over from NHS Gloucestershire (PCT) on 1 April 2013.

The CCG will commission health services to meet the needs of local people. The CCG members will bring their knowledge of patient care to look at how services are planned and how the patient's journey through care can be improved.

Carers

Carers Week 2013 takes place from Monday 10 to Sunday 16 June.

This year the theme for Carers Week is **'Prepared to Care?'** Becoming a carer can impact significantly on a person's life – it takes time, energy, can leave you isolated and can be costly.

Carers Week will highlight the impact of caring on daily life and, with an ageing population and higher incidence of disability and serious illness, encourage the public to think whether they could manage a caring role.

Prepared to Care? Will also help those already caring to make sure they are accessing all the practical and emotional support they need to care safely and look after themselves.

A carer is someone who provides help and support to a partner, relative, friend or neighbour who could not manage to stay at home without their help due to age, sickness, addiction or disability. If you care for someone please ask a receptionist for a 'Carer's Form'.

Opening times

The surgery is open:

Monday 8-12:30 & 1:30—6

Tuesday 8-12:30 & 1:30—6

Wednesday 7:30 - 12:30 & 1:30—6

Thursday 8-12:30 & 1:30—6

Friday 8-12:30 & 1:30—6

Saturday 8– 11 (pre-booked appointments only)

We do not have a walk in surgery, please can you ring to make an appointment.



The doctors make home visits at lunch time so their appointments start at around 3pm

in the afternoon therefore we don't always have a GP on the premises until then.

Repeat prescriptions



When you hand in your prescription please leave 2 working days before you collect it. Please collect it after 2pm if possible

When you hand your prescription in it will be ready for collection as shown:

Hand In	Ready for collection
Monday	Wednesday PM
Tuesday	Thursday PM
Wednesday	Friday PM
Thursday	Monday PM
Friday	Tuesday PM

Important Phone numbers to have:

To make/ rebook or cancel an appointment : 01452 307722

For emergencies/ home visits or all other enquires: 01452 891110

For results (after 11am): 01452 891110

Badhams pharmacy: 01452 386816

Health Visitors: 01452 891119

District Nurses: 01452 891117

Gloucester Health Access Centre: 01452 336290

Evening and Out of Hours calls: 08454 220220

For life threatening emergencies: 999 or 112 (the European emergency number)

Carers Gloucestershire: 01452 386 283

ChildLine: 0800 1111

Hospital number: 0300 422 2222

Note: The hospital numbers have changed, from 0845 to 0300.