

TRINITY BULLETIN

BREAKING NEWS

From the 1st April 2019 we have
a female GP joining us

Dr R Damam

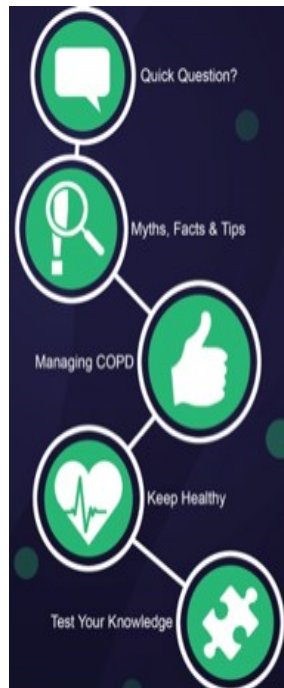
Travelling Abroad

If you require any vaccinations relating to foreign travel you need to make an appointment with the practice to discuss your travel arrangements at least 6 weeks before you travel.

Is there a GP crisis?

Latest estimates from Royal College of General Practitioners (RCGP) and data suggest the UK needs an extra 8,000 GPs. There has been an increased demand on GPs in recent years making GPs struggle to deliver the care that patients need. This is due to an ageing population, an increase in the number of people with multiple long-term conditions, and the fact that GPs are being used to take strain away from hospitals.

Our receptionists do their best to accommodate our patients but we would ask for your understanding if we are not able to give you an appointment of your choice.



Manage your Health

If you have a long-term condition such as diabetes then please access the app via the I-pad located off the waiting room to help manage your own health.

Please ask a receptionist.

Patient Participation Group

Would you like to have a say about the practice and help improve services? If so, why not join our PPG. We have had a lively group going for over six years now and meet every three months. Please let our reception staff know if you are interested.

Resources in the NHS are very stretched but you can help us by:

- ◆ **Attending your appointments. Thousands of pounds are wasted due to patients not attending appointments.**
- ◆ **Only order medication you regularly take.**
- ◆ **Each appointment is set up for 10 minutes., You may be asked to re-book another appointment if you have more than one problem to discuss.**

WHEN WE ARE CLOSED

For emergency advice when the surgery is closed, please contact the surgery on 01782 395101 and you will automatically be transferred to the out of hours service.

ONLINE ACCESS

As of the 1st April 2019 all newly registered patients will be offered our online services to access their medical records.

This service will be available to our current patients who are signed up from 1st April 2020

Text Messaging service

We are now offering a text message reminder service where we will text you to remind you of your appointment time.

We can also text you if the Doctor or nurse wishes to see you, the text will ask you to contact the surgery to book an appointment.

Please ensure we have your up to date mobile number.

Home Visits

Whilst we encourage our patients to come to the surgery where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 10.30**. You may only request a home visit if you are housebound or are too ill to visit the practice. Your GP will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

EXTENDED ACCESS HUBS

To help alleviate the pressure on local GP surgeries the Clinical Commissioning Group has introduced an extended hours access service at the following hubs. During the week the hubs are open 4.00-8.00pm and at weekends 9.00-4.00pm. Patient reports are favorable and we would encourage patients to make use of these appointments.

Longton Cottage Hospital

Haywood

Leek

Hanley

Bradwell

As well as GP appointments you can make an appointment with a practice nurse if you have a long-term condition .

TEST RESULTS

Please allow time for these to be received by the practice and viewed by a GP/Nurse. Please telephone after 3.00pm for results.