

Haxby Group Practice Winter Update

January 2010

Haxby Group Aim:

**A caring, quality
service for our
patients.**

HAPPY NEW YEAR TO ALL OF OUR PATIENTS

Please find below details of a couple of major events happening within the Practice that may affect you during the next couple of months

BUILDING IMPROVEMENTS AT STOCKTON ON FOREST SURGERY

A major building improvement project has begun at Stockton on the Forest surgery. The work will close the surgery for over two months and the following explains how we will continue to provide a service during this time.

The building work will improve the surgery's disabled access, patient confidentiality and consulting room space and will require the surgery to be closed from 11 January 2010 until late March 2010. We appreciate that this will have an effect on the service we presently provide, especially for patients who have difficulty travelling and to whom we dispense medication. Accordingly the following arrangements have been made to help you:

a. **Prescriptions and Dispensing:** Patients who require dispensed or repeat medication should use one of the following methods for their prescription and medication needs:

1. Whilst the building is closed, "**dispensing patients**", i.e. who usually collect their prescription medication from the surgery, can have it delivered to their home address. **Please use the attached form** with your prescription so that we know when we can deliver. Please also provide an up to date contact telephone number if possible. Note that we can only deliver to the address at which you are registered with the practice.

2. **Post the repeat prescription to our Huntington surgery**, address below. Patients who usually have their medication dispensed at Stockton on Forest should enclose one of the attached forms so that we can arrange delivery to their registered home address. If you are not a "dispensing patient" then enclose a stamped addressed envelope if you cannot collect your prescription from Huntington.

Haxby Group Practice
Huntington Surgery
1 North Lane
Huntington
YORK
YO32 9RU

3. **Deliver the repeat request to our Huntington surgery by hand**, where dispensing patients will also be asked to complete a delivery form.

4. **Use the prescription collection box that will be placed in Stockton on Forest Post Office – Opening Times are Monday – Friday 7.30am – 5.30pm and Saturday and Sunday 8am – 12.30pm** where delivery forms will also be available. One of our staff will collect the prescriptions daily and take them to Huntington. Unless a delivery form is attached or a stamped addressed envelope is enclosed it will be presumed that you will collect the prescription (and medication if you are registered for dispensing) from Huntington.

b. **Making Appointments and Contacting the Surgery.** From 11 January 2010 and for the duration of the building work, we will be running a dedicated telephone number for patients registered at Stockton on Forest surgery so that it is easier for you to make appointments and general enquiries. It will be manned by our Stockton staff during the hours that the surgery would normally have been open (shown below). The number is **01904 724648**

c. **Appointments with a Doctor.** The Drs who usually work at Stockton on Forest will be relocated at Huntington surgery. If you can travel then you will be asked to see the Dr at Huntington, if you cannot travel then they will call you and make arrangements to visit if it is necessary to see you. They will work at the same times as usual (as if Stockton were open) and their appointments will be saved for Stockton patients. Many of these appointments may be held for visits to and/or telephone calls to less mobile Stockton patients.

d. **Appointments with a Nurse.** Due to room availability the nurses who usually work at Stockton may not always be at Huntington but may be at Haxby or New Earswick. However, most of their work is with patients with long-term conditions who need a review. Many of these reviews can wait until the surgery is reopened, when we will increase the nurse time until the backlog has been dealt with. In the interim, if you can travel then you will be offered an appointment at one of our other sites and anyone who cannot travel and who requires urgent checks or reviews will be dealt with by a GP. If you are concerned about this, then please contact 01904 724648 after 11 January 2010 and one of our team will call you back to discuss your needs or answer your query.

e. **Post and Correspondence.** Whilst you are encouraged to use the Huntington address for all correspondence with the surgery over the closed period, all post sent to Stockton will be redirected to Huntington by Royal Mail should you forget.

f. **Normal Surgery Hours.** As mentioned above, we will man the dedicated Stockton phone number and have clinicians with dedicated Stockton appointments available over the times that the surgery would normally have been open. They are:

Monday 8 am to 12 pm
Tuesday 2 pm to 6 pm
Wednesday, Thursday and Friday 8 am to 12 pm

Naturally, as a Haxby Group patient you may be seen by any of our Drs or nurses at any of our other sites at a time that suits you, subject to availability. However outside the above hours you should use the usual surgery number 01904 724600 to contact us.

g. **Health and Safety.** It is important that you note that Stockton on Forest surgery is closed from 11 January 2010 and will effectively become a building site. **Please do not attempt to visit the site or post or deliver anything to the surgery whilst it is closed for this work.**

To conclude, we understand that closing the surgery for this time is less than ideal. However, we are certain that you will appreciate the building improvements once completed and the systems we have put in place to guarantee a good level of service to you throughout the closure. Our staff stand-by to assist where possible and answer any concerns or questions that you have.

Yours sincerely



John McEvoy
Managing Partner

HAXBY GROUP PRACTICE

MEDICATION DELIVERY REQUEST

Note that this service is only for patients who are entitled to have their medication dispensed by Stockton on Forest surgery.

Please allow at least three days for delivery of your medication from and including the day your request has been submitted.

Please indicate with a cross the time-window when you usually expect to be at home to receive delivery of your medication.

Day/ Time-window	Monday	Tuesday	Wednesday	Thursday	Friday
Between 0900 and 1200		Not Available for Deliveries			
Between 1300 and 1600	Not Available for Deliveries		Not Available for Deliveries	Not Available for Deliveries	Not Available for Deliveries

Please print your name here: First Name:.....

Second Name:.....

Please confirm your Telephone number here:.....

Please confirm your date of birth here:.....

(This will help us to identify you if there are patients with similar details).

Please sign here to confirm that you would like the Practice to deliver your medication to your registered home address:

.....

DON'T FORGET TO ENCLOSE YOUR PRESCRIPTION WITH THIS FORM

**IMPORTANT NOTICE FOR
HAXBY GROUP PRACTICE PATIENTS**

INSTALLATION OF NEW COMPUTER SOFTWARE



**New computer software is being received and installed at the surgery between
Wednesday 10th - Friday 19th February 2010.**

Reception will be open as usual, but we apologise for the fact that we will only have a limited number of surgery appointments. General enquiries may also take a little longer until our normal service is resumed.

REPEAT PRESCRIPTIONS

Please request early any repeat medication that you may need during this time.



ROUTINE APPOINTMENTS

Please also avoid the above dates for routine reviews and follow ups.



APPOINTMENTS & REPEAT PRESCRIPTIONS ON LINE

Due to our computer system being off-line this facility will temporarily be unavailable from Friday 5 February 2010. It is hoped to restore this service as soon as possible.

We apologise for any inconvenience caused during this installation, and thank you for your patience.