

**SPECIAL  
POINTS OF  
INTEREST:**

- Evening appointments available on Thursdays from 6.30 pm to 8.15 pm
- Open surgery daily between 8.30 am and 10.30 am
- We are giving whooping cough vaccination to all pregnant ladies who are more than 28 weeks pregnant.
- Please give 48 hours notice for repeat prescriptions
- Baby Immunisation clinics held every Monday between 1—2.45 pm
- The Patient Participation Group meets once every few months to give their views on any new initiatives or developments at the surgery. If you can spare a couple of hours and would like to take part, please contact the Practice Manager.
- Travel Vaccinations—As soon as your holiday destination is known, at least 8 weeks before you travel, please collect and complete a form from reception. There is an initial charge of £15 per person for the consultation and research. We hold most vaccines required for travel, however some vaccines do incur a charge, these are listed on the form.

# Stamford House Newsletter

SPRING 2015

## Emergency / Out of Hours Advice

At Stamford House we have a 'walk-in' surgery Monday to Friday between 8.30 am and 10.30 am. Please call in between these hours and you will be seen by a doctor.

If you need to see someone straight away for treatment or minor illnesses or accidents and the surgery is closed or there are no available appointments, there are a range of other services on offer:

There is a WALK-IN service at Ashton Primary Care Centre, Old Street which is open from 8 am to 8 pm every day of the year. Their telephone number is 0161 342 7050.

If the surgery is closed, call Go To Doc on 0161 336 3252

Visit the NHS Direct website on [www.nhs.direct.nhs.uk](http://www.nhs.direct.nhs.uk) for advice.

See your local pharmacist for advice.

Accident and Emergency departments assess and treat patients with serious injuries or illnesses. Please seek advice either at the surgery or out of hours at the walk-in centre or go-to-doc before presenting to A and E.

Generally you should visit A and E or call 999 for life-threatening emergencies such as loss of consciousness, acute confused state and fits that are not stopping, persistent, severe chest pain, breathing difficulties, severe bleeding that cannot be stopped.

## Morning Walk-In Clinics

Following review of patient feedback and consultation with the Patient Participation Group we are trialing a new apmt system for our morning clinics. Patients will still be required to come to the surgery between the hours of 8.30 to 10.30 am. A numbered slot will be given. Patients will be given an approximate time that they will be seen and may leave the premises. We will not allow telephone calls to book apmts or others to come to the surgery to book in on your behalf. Feedback on this system will be appreciated.

## Patient Participation Group Action Plan

Every year, as a result of patient and staff feedback, the PPG is required to produce an action plan with 3 key areas. The priorities chosen during 2014/15 were as follows:

- Employment of an Elderly Care Champion
- Streamlining repeat prescribing
- Patient engagement.

All the above priorities have been addressed and improvements made. A copy of the action plan is on the website or surgery noticeboard. If you require a paper copy, please ask a member of staff.

## Patient On-line Services -

From 1st April, patients will be able to book appointments, order repeat prescriptions and see part of their medical summary online. Please see leaflets or ask a member of staff for further details.

