

Texting Service

We now have an appointment reminder texting service here at the surgery. This will remind you of your appointment 24hrs before. We will also send out other reminders using this service or messages to contact us.

If you would like to use this service please call in to reception and complete a consent form and we can add you to the system.



Fundraising

We are currently trying to raise money for a dopplar machine. This is a machine that checks circulation in the legs. It is a benefit to the practice and the patient as currently this test takes 40—50 minutes but the new machine completes the examination in 10—15 minutes saving lot of nurses time for more appointments. It is more accurate and provides better patient care. The machine costs approximately £2,000—£3,000. If you would like to contribute to this piece of equipment please let reception know.

Nurse off sick

We currently have a nurse off on long term sick. We are trying to cover clinics by using locum nurses. We thank you for your patience and understanding during this time.

GDPR

GDPR will replace the Data Protection Act 1998 from 25th May 2018.

Records the surgery hold about you include the following:

- Details about you, such as name, address, carers, legal representatives and emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc
- Notes and reports about your health
- Details about your treatments and care
- Results of investigations such as laboratory test, x-rays, etc
- Relevant information from other health professionals, relatives or those who care for you

For further information please contact the Practice Manager.

Repeat Prescription Requests

We are changing the time in which we complete your prescription requests to 72 hours due to the workload and additional safety checks. Therefore please make sure you put your requests in in plenty of time.

NHS Wi-Fi

We now have NHS wi-fi which is free for you to use in the surgery.



Patient Participation Group

We meet for one hour every two months at the surgery, the next meeting date will be displayed on the noticeboard in the waiting room. All patients registered with the practice are welcome.

Details on the work of the Middleway Patient Participation Group are available from the chairman, Mr Stuart Hunkin on 01726 813440.



CQC

On 22nd March we had our CQC visit and we are pleased to report that we got "GOOD" in all areas. We are delighted with this result. To view the report please go to our website www.middlewaysurgery.co.uk and click on the link.



Embracing new Technology

We have a new 24hr ECG machine arriving in June. This benefits the practice and the patients. This means patients won't have to go to Treliske for this to be done and patients will get their results more quickly.

MIDDLEWAY SURGERY
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MIDDLEWAY SURGERY NEWSLETTER

Spring 2018

Appointments System

Our appointments system is changing

We are now pre-booking ALL GP appointments for Wednesdays, Thursdays and Fridays - half will be released 2 weeks before and half 1 week before. Appointments on Mondays and Tuesdays will still be bookable on the day.

We will have Nurse Practitioner appointments available to book on the day on Mondays, Wednesdays and Thursdays. The urgent clinic is available every day between 8.30am and 11am.

