



# Crawcrook Medical Centre and Greenside Branch Surgery Newsletter March 2106

## FOND FAREWELLS

We would like to give thanks to Dr Cloke and Dr Patel for their commitment and service to the Practice, they have enjoyed working at Crawcrook Medical Centre and appreciated the Doctor / Patient relationship and were sad to leave us.

We are sad to see them go!



## THANK YOU FOR YOUR PATIENCE

Crawcrook Medical Centre is happy to announce that our new telephone system will be arriving in March 2016 which will alleviate some of the frustrations with communication into the Practice and concerns you may have experienced.

We are continually working to improve our appointment system.



## CQC INSPECTION

The Care and Quality Commission were set up to monitor, inspect and regulate Health and Social Services .

Our inspection is taking place this month and we will keep you updated with the results of this.

## PATIENT PARTICIPATION GROUP

Our Patient Participation Group meets bi-monthly , it aims to communicate between ourselves and the Practice population. If you would like to become a member please contact Jean Ward either by telephone or email: [jean.ward4@nhs.net](mailto:jean.ward4@nhs.net).

May we give our thanks and appreciation to our existing members.

## WE WOULD LIKE TO WELCOME

### Our new Practice Nurse Annette Oppong.

From 1st March Annette Oppong will be joining the Practice, she has extensive experience and has been a qualified Practice Nurse for many years.

### Our GP Registrar Dr Shanakar Rosa

GPRs are qualified Doctors who are doing GP training. The GPRs have 6 month placements which rotate.



## REPEAT PRESCRIPTIONS

### For your safety and as recommended by the British Medical Association and Medical Protection Society:

Prescription requests by telephone will cease on 31st March 2016 and we therefore would request patients in preparation for this to begin to use the following methods to access prescriptions:

- Booking online using our Website
- Putting white copy of prescription into the box in reception
- Consider repeat prescribing

Please ask our reception staff if you have any queries relating to this change.