

The Meadowhead

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Newsletter January 2015

Dear Patients

We would like to wish all our patients a very Happy New Year!

CQC

We are pleased to inform you that Meadowhead Group Practice ranked 5 out of a possible 6 on the Intelligent Monitoring Report recently released by the Care Quality Commission. The area highlighted for improvement was lack of privacy at the Reception Desk at the Old School Site. We have addressed this issue and have ordered some screens and turned chairs in the waiting area around so they do not face Reception. This will improve privacy and confidentiality.

STAFFING

Dr Caroline Barclay left the Practice in December to commence Maternity Leave. She will return to the Practice in September 2015.

Dr Sophie Rawlings, our current GP Registrar will leave the Practice to commence Maternity Leave in January 2015.

Dr Kate Shaw, our new GP Registrar will commence at the Practice at the beginning of February 2015.

FRIENDS & FAMILY TEST

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. The FFT has just become available to many additional patients, going live in 8000 GP practices across England from January 2015. The results of the FFT are published at monthly intervals on both NHS England and NHS Choices websites

We are encouraging patients to complete the Friends and Family Test online on our website at www.meadowheadgrouppractice.co.uk or to complete one of the cards available in Reception.

FLU SEASON

Please note we are still encouraging eligible patients who have not received their Flu Vaccination this season to please book an appointment.

SYSTMONLINE

Please note you can 'beat the queues' by making your appointment and ordering your prescriptions online. Please ask at Reception or go online to www.meadowheadgrouppractice.co.uk for more information (+18 only). Patients can now also view their Summary Medical Record with SystmOnline. Please request access to this from Reception

ELECTRONIC PRESCRIBING

If you currently collect your repeat prescriptions from your GP, you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medication from because it can be collected from a pharmacy near where you live, work or shop. You may also not have to as long at the pharmacy as there will be more time for your repeat prescriptions to be prepared before you arrive. To sign up for this new service, please collect a form from either the Pharmacy of your choice or the Surgery.

If you currently already collect your prescription from a nominated Pharmacy, you will still need to let the Pharmacy know that you want this service to continue.

BLOOD PRESSURE MONITOR

We have a new addition to the Practice!! We are absolutely delighted with the recent 'Automatic Blood Pressure Monitor' bought for our patients by the 'Patient Participation Group'. The Blood Pressure Monitor is situated in the waiting room and is available for all patients to use at any time. It will provide you with a print out of your blood pressure which can be handed in to Reception to be recorded in your medical record. The Practice would like to thank the Patient Group for all their support and fundraising effort during 2014.

HAPPY ANNIVERSARY!

We would like to wish the Patient Group a very Happy 10th Anniversary! Over the last 10 years our Patient Group has gone from strength to strength, providing the Practice with much help and support. If you would like to become a member of the Patient Group, please give your details to a Receptionist and a member of the Group will contact you.

NHS Choices

We would like hear your views about the service you received recently from the surgery. Please leave a comment on our NHS Choices site at www.nhs.uk and enter our postcode S8 7RL. Thankyou!

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- **you need medical help fast but it's not a 999 emergency**
- **you think you need to go to A&E or need another NHS urgent care service**
- **you don't know who to call or you don't have a GP to call**
- **you need health information or reassurance about what to do next**

For less urgent health needs, contact your GP or local pharmacist in the usual way.

For immediate, life-threatening emergencies, continue to call 999.

For less urgent health needs, contact [your GP](#) or [local pharmacist](#) in the usual way.