**Harold Street Medical Centre**

***May 2017 Newsletter***

**Proposed Merger**

Harold Street Medical Centre is proposing to merge with Crookes Valley Medical Centre for benefit of patients. Doing this we will be providing more access to Doctors and Nurses under one roof at Harold Street Medical Centre.

**Patient Participation Group**

We have set up Patient participation group. This is a good way for you to be involved with practice and for us to get your views. If you are interested please leave your details at reception. Our next meeting to be agreed.

**Staff Changes**

We have a new member on our reception team - Donna Higginbottom.

**Text messaging**

Please inform us of any change in your mobile number we can then make sure you can have a text reminding you of your appointment.

**Online Services**

Did you know that you can book appointments, order repeat prescription and view your coded records online. For more information please contact reception.

**Zero Tolerance**

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government’s “Zero Tolerance” campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place.

All our staff aim to be polite, helpful, and sensitive to all patients’ individual needs and circumstances. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme circumstances, the Police being contacted.

**Holiday Vaccinations**

If you require holiday advice and / or injections please inform the surgery in plenty of time before travelling. We cannot guarantee to fit you in for an appointment with the nurse if you have not informed us in plenty of time.

**Local Hub Access**

You can choose to be seen at one of the four hubs across the city.

 Crookes Practice, School Lane

 The Health Care Surgery, Palgrave Road

 Sloan Medical Centre, Little London Road

 Woodhouse Health Centre, Skelton Lane

These Hubs offer appointments in the evenings - 6pm to 10pm Monday to

Friday and during the weekend - 10am to 6pm Saturday and Sunday.

GP appointments must be booked by one of the doctors at the surgery. If you ask reception they will pass your details on to a GP who will ring you with an appointment. These appointments are for immediate problems rather that long term conditions, such as infections, skin problems, headache, abdominal pain.

Nurse appointments can be booked by reception, and are for procedures such as ear syringing, dressings, blood tests, suture removal.