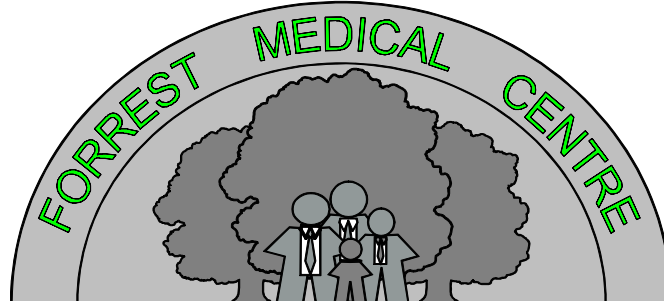

◆ Forrest Medical Centre ◆

August 2015



Latest News, Updates and Information

NEW SURGERY OPENING DATE!

The new build is coming along really well and will be completed in the next few weeks! A letter has been sent to all of our patients letting them know about the dates and what their options are, and we now look forward to getting started in the new building.

The last working day at 69 Mount St and at the old surgery on Prior Deram Walk will be on Friday 18th September 2015.

The first day in the new surgery, which is next door to our old surgery at 6 Prior Deram Walk, Coventry, CV4 8FT, will be Monday 21st September 2015.



The way to contact us or get an appointment once we are in the new building will not change. You will still be able to use both of our telephone numbers (024 7667 2277 or 024 7667 4873). How we work and what we work will not change, so although we will be working from a brand new building we will continue to offer the same level of service and will continue to work with, and look after our patients in the same, caring manner as we always have.

All appointments from Monday 21st September 2015 onwards will be held at the new building.

We are really looking forward to working from our new surgery. We are planning to have an extended Flu Clinic session on Saturday 26th September for ALL patients to come along, have a look around the new site and, if appropriate, get their flu jab done while they are there! Please look out for more



details about this day online or in the surgery.



Thank you for your patience while the new building is being completed. We look forward to an even brighter future for Forrest Medical Centre and its patients as we prepare to move onto the one site.

STAFF CHANGES

We have a couple of new trainee GPs working with us, Dr Hatia Sultana and Dr Arvinder Liddar.

Dr Sultana is completing the final part of her GP training scheme and will be with us until June 2017. Dr Liddar is doing her GP rotation to gain experience working in General Practice and she will be with us until the end of November 2015.

I am sure you will join with us in welcoming both of these doctors. We are enjoying working with them and we hope you will make them feel welcome.

PATIENT ONLINE SUMMARY ACCESS

Patient Online is an NHS England programme designed to promote online services to patients, including access to records, online appointment booking and online repeat prescriptions.

The NHS's ambition is to em-

brace technology as part of its drive to offer modern, convenient and responsive services to patients, their families and carers. GP practices are leading the way.

We already offer appointment booking and ordering of repeat prescription online and we will expand these online services to include access to a summary of information in patients' GP records.

Please be reassured that online services will be offered in addition to the traditional telephone and face-to-face means of interacting with a GP practice and are not meant to replace these!

To register to use these services either complete a registration form (available at reception).

NAMED GP FOR ALL PATIENTS

From 1 April 2015, practices are required to allocate a named GP to all patients. All new patients will be allocated their named GP within 21 days of registration. For existing patients we have allocated a named GP. If you want to know who this is then please just ask at reception.

If any patient requests a particular GP as their named GP instead of the one allocated, then we will try to arrange this.

Having a named GP does not mean that you have to see that doctor; you are welcome to see the GP you usually see, or the GP you would want to see for a particular problem – even if

PATIENT REFERENCE

GROUP (PRG)

As a practice, Forrest Medical Centre is committed to listening to our patients' views to help improve the service we offer. To help us to do this we have set up, and are now working with, an active Patient Reference Group (PRG). This group of patients is there to represent your views, thoughts, opinions and suggestions and hopefully over time you will get to know these people and see the results of their efforts. The group is open to any of our patients - so if you would like to get involved yourself, then please speak to a GP or receptionist!

Diane Tolley, our PRG Chair, is also available to talk to people and provide further information—she can be contacted on 024 7646 6935 (messages can be left)

they are not your named GP.

Just as now, the GP you usually see, or your named GP, will not always be available and there will be times when you see different GPs in the practice. We do work as a team at the practice, and that will still be the case – there will always be a doctor to take responsibility for you.

The benefit of having a named GP is that if you were ever to feel that you needed one doctor in particular to take responsibility for looking after you, then you already have the name of the doctor who is happy to take on that role.