



Hawthorn Medical Centre
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Welcome to our Summer 2015 Patient Newsletter.

We now have 4,600 patients and we see over 1,000 walk in patients per month.

If you need to be seen URGENTLY please telephone reception early in the morning as we will always try to offer you an appointment or a telephone consultation with a GP.



Staff news and clinic updates;

We have recently welcomed Julia Herbison and To the nursing team. We'd also like to congratulate Josie who has qualified as a nurse practitioner and continues to support our walk-in service.

Dr Gina Samuel and Dr Alex Walter have both been accepted onto the GP Trainer course, which means in the next couple of years the Practice will become more involved in the training of new Doctors.

Surgery pod and information room:

There is a wealth of information available in our Surgery information room. Please feel free to browse or ask if you can't find what you need.

If you are registered with us you can also check blood pressure and weight using the surgery pod which updates directly into your medical record. For further information please ask one of our receptionists



Patient online access This now includes the facility to book appointments, order repeat prescriptions and view your medical records online via our website. Consent is required for access to all these functions please ask at reception for details. We also now have a new website www.hawthornmedical.org.uk. Here you can find out much more about the Practice and services offered and contact us by email. You can also find us on Facebook at **Hawthorn Medical Centre** and follow us on twitter **@HawthornMedical** for surgery news and updates. We can't answer medical questions or emergencies via social media so please continue to contact the surgery directly with these queries.

	Website	Twitter	Facebook
Hawthorn	www.hawthornmedical.org.uk	@HawthornMedical	Hawthorn Medical

Hawthorn Patient Group



The next Patient Group Meeting
is at the surgery on
Tuesday 13th October 11am-12pm

ALL registered patients are very welcome!

Please ask at reception for any further details *Thank you!*



The patient group is for *all* registered patients to help improve services at the surgery and make it relevant to you. If you can't attend we'd love to keep in touch by email. Please give your details to reception.

Whether or not you are a student, employed, unemployed, a parent, a single person, retired, are well or not, whatever your level of English, whatever age or background, if you are a patient with us, we'd love to hear from you

At our next meeting in October we will be looking at: Patient education sessions, Friends and Family Test patient feedback and plans for the coming year...

Please ask at reception for any further details, **Thank you!**



Friends and Family Test

We appreciate and welcome your feedback!

From 1st Dec 2014 every patient has the chance after every consultation to respond to the question: "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment" then add your own comments and suggestions on our service. At the last patient Group meeting we reviewed the feedback from January to March 2015. Please see brief results below. The full report and the meeting minutes are available on our website at hawthornmedicalcentre.org.uk/patient-services/patient-group

	Total for quarter	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
Responses	188	161	17	2	2	6	0
Percentage	100%	85.6%	9.0%	1.1%	1.1%	3.2%	0.0%

Have a happy, healthy Summer season and stay safe in the Sun!



Summer Bank Holiday opening hours

Sunday 30th August – Open as usual 10am-5pm

Monday 31st August - BANK HOLIDAY– CLOSED

Tuesday 1st September – OPEN AS USUAL 8am-8pm

TEL 0161 220 6080 FOR URGENT ADVICE.

Please submit all repeat prescription orders by **Weds 26th August** to allow turnaround for the bank holiday weekend.