



HucknallRoad**MedicalCentre**

Kibworth Close **Nottingham NG5 1NA**

Phone **0115 9606652**

Fax **0115 9691746** |

[www.hucknallrdmc.co.uk](http://www.hucknallrdmc.co.uk)

**NEWSLETTER  
ISSUE 25  
APR-JUN 2018**

**In This Issue:**

- Online Services
- Text Message consent
- Twitter
- New website
- New Leaf
- Staff news

**Practice opening**

**times:**

The practice is open

**Mon-Fri 7.30-am-6.30pm**

**Weekend– closed**



**Welcome** to the twenty fifth edition of our newsletter. We hope you find it both interesting and informative. If you have any comments or suggestions regarding the content of our publication, please let us know either via suggestion box at the reception or comments section on our website. You can also sign up to receive an electronic copy each time a new edition is released. For more information, please visit [www.hucknallrdmc.co.uk](http://www.hucknallrdmc.co.uk)

**Online Services**

23.2% of patients are signed up to SystmOnline. We are hoping to increase this number significantly over the next year. SystmOnline is a great , more convenient way to book appointments, order medication and you can even view your test results and medical records. To sign up to this great service, all you need to do is pop into reception with photo ID and the receptionist will print, text or email you your username and password. There is even an Apple or Android app which makes accessing this service so much easier, directly from your phone or tablet.

***Don't waste time ringing for appointments or coming down to order your medication. Sign up now!***

**Text message consent**

Contact the surgery now and sign up to receive SMS messages. We can text you appointment reminders, test results or health promotion information. You can also sign up online through our website by clicking the 'Text message reminders' page (found at the bottom)

**Twitter**

We have recently set up a Twitter page for the surgery. Our twitter handle is @HucknallRdMedC We hope to use this as another means of promoting our services and informing patients about relevant health promotion campaigns and information. Just a reminder, we also have a Facebook page <https://www.facebook.com/hucknallroadmedicalcentre/>



## Training Events

The Practice will be closed for Staff Training from 12.00pm on

**Tuesday 15th May**

**Tuesday 19th June**

On the training day prescriptions will not be available from 12 pm until 7:30am the next day. We apologise for any inconvenience this may cause.

## Website/ more information

For more information on medical news, local campaigns and where to get an advice, please visit our website [www.hucknallrdmc.co.uk](http://www.hucknallrdmc.co.uk)

## Your Feedback

Your feedback is very important to us. Please feel free to write to us with your comments, suggestions or questions. Our address is shown above, alternatively you can leave your comments at the reception or send it via our website.

## Patient Forum (PPG)

Are you passionate about health services? Would you like to be the voice of your local community? If yes, then why not joining our PPG? Please contact the group's chair Mr Dennis Bancroft on 0115 953 6005 or email: [dennis.bancroft1@ntlworld.com](mailto:dennis.bancroft1@ntlworld.com) for more information. Alternatively enquire at the reception.

### ***New Website layout***

We have given our website a much overdue make over. It is now a mobile friendly site which we hope is easier to navigate than the outdated previous version. If you have any feedback, good or bad, please feel free to leave us a comment via the 'Have your say' tab.

### ***Evening & Weekend Appointments bookable through your GP practice***

From March 2018, patients registered at this practice will be able to access additional routine appointments during evenings and weekends through the new GP+ Nottingham City service.

Appointments will be available to see GPs, Practice Nurses, Clinical Pharmacists and Physiotherapists in a fully equipped accessible location on Upper Parliament Street in Nottingham City Centre.

Opening hours will be:

- 16:00 – 20:00 Monday – Friday
- 09:00 – 13:00 Saturday & Sunday

This will not be a walk-in service. Appointments are required and will be bookable through the reception team at your own GP practice from March onwards.

More information on this service will be coming very soon through your practice.

### ***New Leaf***

New Leaf, the stop smoking service will unfortunately cease from 30th April (they are no longer taking on new clients) this is a huge blow for the GPs in Nottingham City who relied heavily on the service to provide expert advice to patients who wished to stop smoking. If patient now want help to quit we referring them to NHS choices website <https://www.nhs.uk/livewell/smoking/Pages/stopsmokingnewhome.aspx> which is an online support tool.

### ***Friends and Family Test (FFT) quarterly update***

The results of the Friends and Family tests are in and we are extremely happy to learn that vast majority of our patients (94% in Jan; 93% in Feb and 90% in March) would recommend our practice to their nearest and dearest. More details on the results and comments can be found on our website [www.hucknallrdmc.co.uk](http://www.hucknallrdmc.co.uk) in the patient forum section.

We would like to thank all patients who have submitted their comments for their time and encourage them to continue to inform us of their views.

If you have not taken part in the FFT yet, you can do so by filling in a card next time you are visiting the surgery or via our website.

### ***Staff News***

We would like to welcome new junior doctor to the practice. Dr Alex Granger joined our clinical team on 4th April and will be with us for 4 months.

