

This is the Autumn newsletter. More information about the Practice is available on our website www.ridgacremedicalcentres.com.

You can download an electronic copy of this newsletter from the website. Alternatively if you inform Reception of your details, we can e-mail you a copy.

Services provided

We offer a comprehensive range of services that include:

- Asthma clinic
- Anticoagulation clinic
- Antenatal and post natal care
- Cervical smears
- Child health surveillance
- Contraception services
- Diabetic clinic
- Drug support
- Emergency contraception
- Family planning
- Heart disease clinics
- Holiday vaccinations and Advice.
- Minor surgery
- New patient checks
- Rheumatology monitoring
- Smoking cessation clinics
- Stroke clinic
- Sexual health

If you would like any more information regarding these services please do not hesitate to contact reception for further details.

Extended Access– Available at Oaks Medical Centre

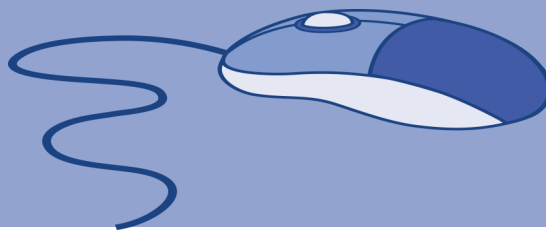
Evening and weekend appointments have been available from September 2018. Appointments must be booked in advance through your own GP practice and are available with a range of clinicians including GPs, nurses and health care assistants. If you would like to book an appointment during the weekend or evening please contact Reception who will be happy to arrange this for you. We also offer extended access appointments on Tuesday evenings at the practice. These appointments can be pre booked .

Online Access

Did you know you can now book appointments online and order prescriptions.

Appointments are automatically released every day at 8:15 am.

Please contact reception to obtain your username and password. Your account will be suspended if you don't not use it on a regular basis.



NHS 111

NHS 111 is a telephone number you can call when you need medical advice or treatment quickly and you cannot wait for an appointment with your doctor.

You can call NHS 111 24 hours a day, 7 days a week, 365 days per year and it is free to call from landlines and mobile phones.

If you need **emergency** medical treatment, you must call **999**.



**when it's less
urgent than 999**



New Staff

The surgery would like to welcome our new staff to the practice:

Lucy Richardson - Receptionist

Dr Irene Hernandez Sanchez
joined in December and will be
with us until August 2019

Patient Participation Group

If you are interested in joining the group please ask reception for details on how to get involved. The Patient Participation Group meet every 8 weeks. They work together with the practice to help promote new ideas and services.

We would be interested in hearing what you would like in future newsletters. Please fill in a comment card or e-mail In-fo.ridgacrehousesbpct@nhs.net.

Easter Holidays

The Surgery will be closed on the following dates during the Easter Holidays:

Friday 19th April 2019 – Good Friday- Closed

Monday 22nd April 2019 – Easter Monday- Closed

The surgery will re-open at 8:30am on Tuesday 23rd April 2019



If you require urgent medical attention while we are closed please call the surgery on 0121 422 3111 and listen to the pre recorded message for instructions

Patient Survey

We recently conducted a patient satisfaction survey if you would like to view the results they are available on our website www.ridgacremedicalcentres.com