

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.



Proposed merger between Dovecote and Ridgacre practices

The teams from Dovecote and Ridgacre practices are working towards merging into one practice. Relationships between the two Practices have always been good, and merging will allow us to both maintain and improve our care and quality in the modern NHS.

We hope the merger will happen early 2019, but are already starting to work together. After the merger we will still provide services from both the Dovecote and Ridgacre surgeries, but can use our teams flexibly to improve services for patients at both sites.

We welcome your views about this.

Our patient participation groups are coming together as part of the merger and you can make comments to them. We are also seeking views by text directly to our patients, and are happy to receive comments in writing or email: [\[info.ridgacrehousesbpct@nhs.net\]](mailto:info.ridgacrehousesbpct@nhs.net)

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:

Receptionists: Lucy Richardson

Dr Wanda Leung will be returning from maternity leave on 1st March

Dr Parveen Bangerh

Dr Amrit Khara

Dr Anil Krishan - 4 Month placement

Extended Access

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 at the practice on a Monday & Tuesday evening and Friday morning. These appointments are available to pre book.

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.

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 use it on a regular basis.

Coffee Morning

During our two Saturday morning flu clinics we held a Mcmillan Coffee Morning to raise money for Cancer support. Over the two mornings we raised £293.00. Thank you to all who supported the event.

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.