



NEMS Platform One Practice

April 2017 Issue 1

Daily Nurse Drop-in Clinic

Unable to attend your appointment?

During March there were [469](#) booked appointments which patients did not attend. Please ensure you cancel any appointments that you are unable to attend. This will help reduce waiting times by allowing another patient to be seen.

Do you have a minor illness or Injury?

Every weekday between 10am and 12pm a Nurse is available at our Station Street location. Come down to the clinic if you have any of the following symptoms...
Asthma/COPD (Worsening) - Burns (Minor) - Chest Infection - Diarrhoea and Vomiting for more than 24 hrs - Ear Infection -Emergency Contraception - Eye infection - Lacerations/Cuts -
Rashes (New) - Skin Infections - Soft Tissue Injuries - Sore Throats - Temperature/Flu-Like Illness for more than 24hrs – Unwell Children Over 2 years old - UTI

Unsure if your problem is appropriate for the drop-in clinic?

Contact our friendly and helpful reception team and provide them with a brief description of your problem, they will be able to assist you in finding an appropriate appointment.

Patient Participation Group

Our Patient Participation Group (PPG) is existing patients who represent views of our complete patient register. The group meet with staff members of the practice regularly and provide feedback and ideas for how the practice is working as it continues to grow. Our team work together to ensure that we provide a high quality service at all times. If you are interested in becoming a member of the PPG, please contact us to arrange a discussion with the Practice Manager, Susan Taylor.

Do you have internet access?

You can view, book, amend and cancel appointments online. Speak to a receptionist who will be able to generate your username and password for access to our online services. You can also request repeat medication and view your results!

Hello, my name is...

Leigh, Receptionist

'I arrive early for work before opening to make sure the systems are on and reception is set up ready for the day ahead. When the phone lines open at 8am I work hard with my reception team members to take the calls of patients needing appointments. I try my best to find the right appointment for them using the guides that have been provided for me by the clinicians. Usually a brief description of a patient's symptoms allows me to find them a slot where they can get the service and treatment they require. After a busy morning, and whilst still dealing with patient queries, my team and I work through the tasks sent to us daily by clinicians. These usually involve contacting patients, hospitals, and social workers etc to pass on or obtain any information as requested by the clinician. Throughout the day I continue to arrive patients for their appointments and book follow up appointments. I also process all of the repeat prescription requests that come through from patients and pharmacies. Sometimes, these will need to be forwarded to a GP for review and authorisation so I do my best to inform patients of how long they may have to wait for the GP's response. At the end of the day I make sure all urgent tasks have been dealt with and tidy the reception area, ensuring all confidential information is stored away, ready to back come in the following day to set up again.'

Staff Update

So far this year we have had new GP Dr Laura Marshall join the practice. We have also welcomed back Dr Justine Killingley and Practice Nurse Rachel Smithson. We have said goodbye Dr Joanne Chapman who left the practice at the end of January. We have also had an addition to reception with Sanah.

This Issue's Focus

Cervical Screenings

Around 750 women die of cervical cancer every year in England. Many of those who develop cancer have not had regular cervical screening. Not attending for cervical screening is one of the biggest risk factors for developing cervical cancer.

If you are overdue for your smear, please book in to see one of our practice nurses.