

CHESTERFIELD MEDICAL PARTNERSHIP

Ashgate Medical Practice
Ashgate Manor
Ashgate Road
S40 4AA

Whittington Medical Centre
High Street
Old Whittington
S41 9JZ

Holme Hall Surgery
Wardgate Way
Holme Hall
S40 4SL

01246 232946

01246 211435

www.chesterfieldmedicalpartnership.co.uk

@GPs_at-CMP

SPRING/SUMMER 2017

Sometimes clinical staff run late. This is usually because a previous patient needed more time and may not have booked a double appointment.

Please be patient; if you have been waiting for more than 20 minutes please ask reception for an update



CAR PARKING

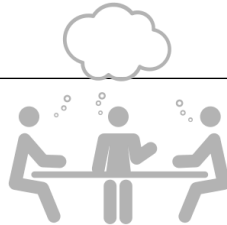
We have limited parking at all our sites and we have no control over this.

PLEASE allow extra time prior to your appointment to enable you to park AND do NOT park in any of the disabled spaces unless you are a valid Blue Badge holder or transporting someone who is.

We ask that you respect the grassed areas (this is our front garden) and areas marked as designated to any of the tenants of Ashgate Manor.

If you are attending Ashgate Manor, there is parking for £1 for the whole day 200 yards further down Ashgate Road.

Newly reformed Patient Participation Group - PPG



We were sad to receive resignations from several longstanding members – we would like to formally thank them for their support as part of this group of “critical friends” who help shape our services.

We are however delighted to announce the “relaunch” of the group!

We have a mix of 15 patients from many different walks of life all with something important to offer the group

The group plans to focus on illness prevention, health promotion and communication projects.

If you would like to join the “virtual group” or the waiting list for a future vacancy (therefore receiving PPG information via email), or wish to contact the group on another matter, please email

cmp-ppg@outlook.com

Recently we have been successful in obtaining additional diagnostic equipment.

Each site now has a “self-service” height, weight and blood pressure monitor.

This will give you a print out to pass to your clinician to help keep your records up to date. Feel free to use these machines to support your health care.



HELP US TO HELP YOU!



We appreciate how hard it can be to get through when the phone lines open.

If your call is not URGENT, nor to book an appointment or a home visit, please phone AFTER 9am.

For: Prescription queries phone between 11am & 4pm or for results after 2pm.

Routine calls contribute to the issues at 8am regarding getting through to us on the phones!

THANK YOU



We wish Dr Todd all the best for her extended leave to welcome the new addition to her family.

We will soon be waving Dr Dhillon off on Maternity leave.

Sadly Health Care Assistant Angela left us to further broaden her experience in General Practice



We are pleased to welcome TWO new Doctors to our team, Dr Saynor who is currently completing her specialist training with us and Dr Wilson.

We also have a new Health Care Assistant. Clare has joined us part time from the District Nursing team and has been working with patients in the local community for several years.



SPOTLIGHT ON

RECEPTIONIST - THE VITAL FRONT LINE ROLE.


“Would it surprise you that it takes up to a year to fully train a reception team member?” This is a question that we ask all our interviewees when we recruit.

We inform them that the role is so complex and ever-changing that even after more than a decade our most experienced team members sometimes have to consult each other as no two days are the same.

They are not clinically trained, but work to strict protocols and always under the direction of the Partners. For example: they may inform you that a certain medication is not urgent, this is because the GPs have instructed them regarding this and it is NOT a decision they have made on their own; they may ask you, “is it urgent” the action they then take is one that they have been trained to do by clinical staff.

From booking ambulance transport to phoning 999; from checking the toilet to chaperoning a GP; from dealing with the complex rules of Information Governance to dealing with verbal aggression- the role is a very challenging yet rewarding one!

Moving house?
 If you move out of our catchment area we will no longer be able to keep you on our lists.
 Use our catchment area tool on the website to see if you can remain registered with us.




Online Access:

Did you know if you have access online that you can view your test results once the clinician has reported on them, book and cancel appointments and order most prescriptions. This can save you a phone call to the surgery!

Apply for online access by bringing photo ID to reception to get your logon & password details.

Staff Training:

We run monthly staff training sessions on the second Wednesday of every month. Whittington and Holme Hall close at 12.30 on these days and Ashgate Manor will close at 1pm.