



October 2014

Crossfell Health Centre

Crossfell Road, Berwick Hills

Middlesbrough, TS3 7RL

Tel: 01642 296777 Fax: 01642 296851

OPENING HOURS

MONDAY 8.30am-6.00pm
TUESDAY 8.30am-6.00pm
WEDNESDAY 8.30am-6.00pm
THURSDAY 8.30am-6.00pm
FRIDAY 8.30am-6.00pm
SATURDAY 8.00am-1.15pm

Appointments are available by telephoning the surgery from 8.30am. Pre-bookable appointments can be booked in advance. We also offer 48hr pre-bookable appointments.

PATIENT PARTICIPATION GROUP

If anyone would like to join the PPG and attend meetings please ask for an application form from reception. Although this group is not intended to be a forum for complaints the practice would like to hear the opinions of the patients regarding issues that they feel are relevant.

ONLINE BOOKING

Did you know that you can now book appointments and request prescriptions online?

If you are interested in this new service please ask for an application form from reception. Please note when you have completed this form you will need to bring it back to the surgery with some photographic identification.

THERE IS A PATIENT SURVEY WHICH THE PRACTICE WOULD KINDLY LIKE PATIENTS TO COMPLETE. THE SURVEYS WILL BE SITUATED UNDERNEATH THE PATIENT CALL BOARD. THANK YOU.

NUMBER OF PATIENTS WHO FAILED TO ATTEND THEIR APPOINTMENTS

<u>June</u> Drs 123 Nurses 211	<u>July</u> Drs 143 Nurses 264	<u>Aug</u> Drs 139 Nurses 218	<u>Sept</u> Drs 149 Nurses 267
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If you are unable to attend your appointment can you please telephone the surgery as soon as possible. As you can see we have a high non attendances of appointments.

COLLECTION OF PRESCRIPTIONS
YOUR MEDICATION IS YOUR RESPONSIBILITY MAKE SURE YOU ORDER BEFORE YOU RUN OUT.

Due to high demand prescriptions **CANNOT** be printed on the same day of request.

ALWAYS request repeat medication using the order sheet on the back of your current prescription **TICKING THE ITEMS YOU REQUIRE.**

AVOID writing medication down without the printed slip as this can result in incorrect medication being issued.

Prescription will only be ready for collection **2 WORKING DAYS** after your initial request. You do not need to telephone the surgery to check if your prescription is ready.

DO NOT order your prescription early as the computers are set to issue medication only on due dates.

TELEPHONE AND FAX requests are not accepted.

AVOID ordering repeat medication during your consultation.

We would like to welcome
Christina Johnson our new
Nurse Practitioner. Her clinics
will be Monday to Friday
9.00am—12.00pm and 2.00pm-
4.40pm

NEW
REGISTRATIONS

Registration is now open for patients to join Crossfell Health Centre, please pick up a form from reception.

TEXT
MESSAGES

DON'T FORGET We have a reminder SMS message service which will remind patient's of appointment dates and times. If you would like to use this service please confirm your mobile number at reception.



LOCAL PHARMACY

TELEPHONE NUMBERS

CROSSFELL—245859

GREENWAY—243079

LLOYDS/ORMESBY—314471

ALLIANCE/KINGS ROAD—246260

ALLIANCE/MARKET PLACE—
231001

WHITFIELDS—243994

TELEPHONE **APPOINTMENTS**

If you contact the surgery for a same day appointment and there are none available