



ALTON PATIENT PARTICIPATION GROUP

NEWSLETTER

SPRING/SUMMER 2019

Appointments: 01538 704200

Dispensary: 01538 704210

email: altonsurgery@nhs.net

New Website for Alton Practice

Have you visited Alton Practice website? There is such a lot of information available. You do not need to be registered to explore the website. However, registering for Online Services gives you the option to:

Make or cancel appointments

Order repeat prescriptions

View your own medical records

all of which can be done at a time that is convenient to you, day or night.

If you wish to register for online services ask one of the Receptionists for details.

The PPG are in the process of starting a help centre for anyone considering registering who thinks they may need help and instruction. Please let us know if this is you.

We hope those of you who are already registered are enjoying the new website. If you have any constructive observations about the website please let us know.



Coffee Mornings

Did you know about the monthly Coffee Mornings set up by the Practice. They take place at the surgery on the second Monday of the month between 11.00am and 12.30pm Everyone welcome to come along for a drink and a chat.

Next one 10th June 2019

Carer's Credit

If you care for someone for at least 20 hours per week you may be eligible for Carer's Credit which can help plug any gaps in your National Insurance Record if you are unable to work. For further information visit gov.uk/carers-credit or call 0800 731 0297

TRAVEL HEALTH

Before travelling abroad please discuss your travel health with the Practice Nurse. She can help with information and provide a form regarding:

Vaccinations

Insect bite avoidance and malaria prevention

Staying safe in the sun

Ideally you should be seen about a month before travelling, unless you have a complicated itinerary then you should seek advice about 6 months before travel.

Please remember to declare all medical conditions when taking out travel insurance. If you have recently been discharged from hospital or you are recovering from an ongoing medical condition, some Airlines might require a fit-to-fly certificate.

Please check with your airline in advance.

Patient Participation Groups

PPGs work in partnership with their practices to:

- help patients to take more responsibility for their health
- contribute to the continuous improvement of services and quality of care
- foster improved communication between the practice and its patient
- provide practical support for the practice and help to implement change

The first PPGs were established around 1972 by GPs in England and Wales. Since then the PPG movement has grown rapidly. Experience shows that successful practices and effective PPGs go hand in hand. Alton PPG meet once a month on Tuesday mornings from 9.15am-11.00am. If you are interested in joining the group, please contact the Practice Manager, Joy Barleyman for further details.

All members are required to sign a Confidentiality Policy and Declaration Agreement for Volunteers.

Cheadle Carers Hub Dates

Cheadle Carers Group meet on Wednesdays at the Fire Station on Ashbourne Road between 10.00am-12noon on the following dates:

22nd May, 12th and 26th June, 10th and 24th July, 14th and 28th August, 11th and 25th September 9th and 23rd October, 13th and 27th November and 11th December.

They will hold their Christmas Lunch at The Royal Oak, Dilhorne on 4th December at 12 noon.

All carers are very welcome to take their cared ones along to the group. For further information Telephone 0330 123 1937

Email: infor@thecarershub.co.uk

Website: www.thecarershub.co.uk

This service is funded by Staffs. County Council, City of Stoke-on-Trent and NHS.

SURGERY OPENING TIMES

Monday	8:30am - 6:00pm
Tuesday	8:30am - 6:00pm
Wednesday	8:30am - 6:00pm
Thursday	8:30am - 1:00pm
Friday	8:30am - 6:00pm

Doctor's Appointment Times

Monday	9.00am-11.30am	4.30pm-6pm
Tuesday	9.00am-11.30am	4.30pm-6pm
Wednesday	9.00am-11.30am	4.30pm-6pm
Thursday	9.00am-11.30am	Closed
Friday	9.00am-11.30am	4.30-6pm

Telephone 01538 704200 to make an appointment. Alternatively appointments can be made online if you have registered for this service.

Patients should always contact the practice if they are unable to keep an appointment.

DISPENSARY OPENING TIMES

Tel: 01538 704210 between 9.00 am - 1.00pm

Telephone request for repeat prescriptions only taken during these hours.

Monday	9:00am - 1:00pm & 4:00pm 6:00pm
Tuesday	9:00am - 1:00pm & 4:00pm - 6:00pm
Wednesday	9:00am - 1:00pm & 4:00pm - 6:00pm
Thursday	9:00am - 1:00pm
Friday	9:00am - 1:00pm & 4:00pm - 6:00pm

Prescription

48 hours notice is required for repeat prescriptions. Prescriptions prescribed following an appointment with the Doctor will be issued before leaving the surgery provided the medication is available. However, it is sometimes necessary for a patient to collect medication from another Pharmacy.



PHARMACY - NON DISPENSING PATIENTS

The Electronic Prescription Service (EPS) enables the Practice to send prescriptions electronically for non-dispensing patients to a Pharmacy of the patient's choice. This service makes the process more efficient and convenient for patients. If you wish to use EPS, please speak to a Dispenser who will be able to help you set up your nominated Pharmacy in order for the service to be implemented. The Practice can only dispense to those patients who live a distance of more than one mile (1.6km) as a crow flies from a Pharmacy.