



NEWSLETTER—SPRING 2018

INTRODUCTION & THANKS

Welcome to our spring addition of the practice Newsletter in which we hope to keep you updated with changes and new schemes in the practice. Before we consider more benign weather, we would like to thank MJ Abbott Ltd for their invaluable help in the artic conditions on the 2nd March when they very kindly supplied a car plus driver for the day to deliver medication to housebound patients in our surrounding villages. MJ Abbott have also very generously offered to support us in the future in such circumstances.

3 CHEQUERS MOVING FORWARDS

- The three practices of Endless Street, St Ann Street and 3 Swans Surgeries merged to become the Three Chequers Medical Practice on 1st April 2017.
- The aim of this merger has been to create a more streamlined and improved service to build on the excellent care already being delivered to our patients.
- To facilitate this we are looking to concentrate our urgent medical care to just one of the sites which will be St Ann's Street Surgery. From here your usual doctors from across the Three Chequers will continue to provide the triage service for urgent medical advice alongside specialised emergency care nurses. There will still be some urgent appointments available at our Porton and Winterslow sites.
- As a patient of the Three Chequers Medical Practice you may be given an appointment at any of the surgeries but as usual we will endeavour to provide continuity of care with the clinical team of your choice wherever possible.
- We would welcome any feedback you have to help us with our vision to provide a robust, responsive and caring service which is sustainable for us all.

The Partners

Three Chequers Medical Practice

Physio Triage

- We are trialling a new service starting in April in conjunction with Sarum Physio. On two days a week physiotherapists will be based in our triage hub in St Ann Street. Patients who ring the practice with a problem that perhaps could be dealt with by physiotherapy will be referred by the triage doctor to the physiotherapist. The physiotherapist will then ring the patient to discuss the issue and to offer practical advice. In some circumstances, the patient may be asked to come into St Ann Street for a short consultation with the physio. We are hoping that this will enable patients to deal with minor problems without having to wait 8 weeks for a physiotherapy appointment at the hospital.

Travel and Child Immunisation Clinics

- **Travel Clinics** will be held at our Endless Street branch. A completed travel form, available from any branch reception or on our website, should be returned to the surgery at least a week prior to your appointment. Please make your appointment at least 4-6 weeks prior to travel to ensure that you are able to complete any necessary course of vaccination.
- **Child Immunisation Clinics** will be run from our Three Swans and Endless Street branches for the foreseeable future

PRESCRIPTIONS

PLEASE NOTE

We ask for

TWO FULL WORKING DAYS

To process repeat prescriptions

Therefore, a request brought in on a:

MONDAY	will be ready	WEDNESDAY
TUESDAY	will be ready	THURSDAY
WEDNESDAY	will be ready	FRIDAY
THURSDAY	will be ready	MONDAY
FRIDAY	will be ready	TUESDAY

PLEASE ALSO NOTE that pharmacies have their own individual waiting times and these are not controlled by us and vary by branch

Carers Update

On the 22nd March we held a coffee morning in St Thomas's Church for carers. The morning was designed for carers and those that have recently lost a person they cared for to come in and meet new friends and to share experiences with others in a similar situation. Over 30 people attended and enjoyed the activities provided as well as the company. It is planned that the practice will hold several of these events during the year. Our next planned event is a Garden Party to be held in the grounds of St Ann Surgery on Thursday 10th May. For more information about this and other events please contact Clare or Lyn at Endless Street Surgery on 01722 336441 or clare.christopher@nhs.net

Patient Participation Group (PPG)

We are very keen to recruit new members to our patient participation group. We welcome anyone who is willing to give a couple of hours every 3 months to help the practice improve its service. The group is a vital source of feedback for the practice and helps us investigate improvements and additions to the services already provided. If you are interested in joining please ask at any reception or send an email to three.chequers@nhs.net.

May Bank Holiday—Opening Times

The May Bank holiday falls on the 7th May this year. We will be closed on that day but will be open as normal Friday 4th May and Tuesday 8th May.