



NEW
TELEPHONE

NUMBER
**01642
745350**

CHRISTMAS AND NEW YEAR CLOSURES

Please note the
practice will be
closed on

**Tuesday
25th December
2012**

**Wednesday
26th
December
2012**

**Tuesday
1st January
2013**

REPEAT PRESCRIPTIONS

Last day for
ordering repeat
medication before
Christmas is

**Thursday 20th
December**

Last day for
ordering repeat
medication before
New Year is

**Thursday 27th
December**

Doctor First - a new appointment system

Early in 2013 the surgery will take part in a trial of a new service that will help you to get the appointment you need, when you need it.

If you want advice about a health problem, you can have a telephone appointment and speak directly to your doctor by phone on the day that you call. You can use the telephone appointment service for urgent and non-urgent health problems. This is how it will work:

- ◆ Call us on the main surgery telephone number **01642 745350** and ask to make an appointment with your doctor



- ◆ The receptionist will ask for your name and telephone number. If it is an emergency and you need to speak to the doctor urgently tell the receptionist straight away.

- ◆ The receptionist will ask you to say generally what your health problem is. You don't have to tell the receptionist but, if you do, this will help the doctor to prioritise their calls based on clinical need.

- ◆ If you want to speak to a specific doctor, tell the receptionist and wherever possible they will try to arrange this.
- ◆ Your call will go straight through to a doctor if they are free. You can talk to the doctor about your health problem in the same way as if you were in the surgery
- ◆ If the doctor thinks you need to come to the surgery to be seen he or she will make an appointment for you

- ◆ If the doctor is busy when you call the surgery, he or she will call you back as soon as they can. If you want them to call between certain times then tell us and we will try to arrange that.



**DON'T FORGET OUR NEW
TELEPHONE NUMBER**

01642 745350



A message from Dr Richard Horne

After 30 years as a partner at Norton Medical Centre the time has come for me to retire. It has been a pleasure and a privilege to have been your GP and to have worked with the excellent Primary Health Care Team that we have developed at Norton. My last working day will be Friday 30th November 2012 after which Dr Ditchburn will take over from me. May I wish you good health and happiness in the years to come. Best wishes

Richard Horne



Flu Vaccinations

Have you had your flu vaccination yet?

Over 65?

Pregnant?

COPD?

Diabetes?

Chronic heart, kidney or liver disease?

Chronic neurological disease?

Weakened immune system due to disease or treatment?

If you are in any of the target groups above and haven't yet had your flu vaccination then please make an appointment via reception



Norton Medical Centre Patients' Group

We have been busy fundraising and, with the help of the Primary Care Trust, have been able to purchase a new ECG machine together with a

spirometer to measure lung function.

Both of these machines will benefit patients at the practice and we would like to sincerely thank all those who have contributed their time and energy to this fundraising campaign and those who have generously donated.



Norton Medical Centre Opening Times

Monday 8.00am—6.00pm

Tuesday 8.00am-6.00pm

Wednesday 8.00am-6.00pm

Thursday 8.00am—12noon and 3.00pm—6.00pm **CLOSED BETWEEN 12 AND 3PM**

Friday 8.00am-6.00pm