



July 2013

## Opening Times

**Monday**  
8.00am—6.00pm

**Tuesday**  
8.00am-6.00pm

**Wednesday**  
8.00am-6.00pm

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

**Friday**  
8.00am-6.00pm

We're on the web :

[www.nortonmedicalcentre.nhs.uk](http://www.nortonmedicalcentre.nhs.uk)

## TIME OUT!

Please note the practice will be closed from **12noon** on the following dates to allow staff training to take place

**Tuesday**  
**18th June 2013**

**Wednesday**  
**25th September 2013**

**Tuesday**  
**26th November 2013**

**Wednesday**  
**12 February 2014**



## REPEAT PRESCRIPTIONS

The practice operates a computerised repeat prescribing service for patients taking regular medications (these will be listed on the slip accompanying your prescriptions).

### PLEASE TRY TO ORDER YOUR PRESCRIPTION WELL BEFORE YOU RUN OUT.



If you use the computerised request slip from your last prescription we can usually supply your new prescription 48 hours after receipt of the request (Monday to Friday only). Please allow extra time if ordering close to a Bank Holiday.

We provide a telephone ordering service for repeat medications. Ring 01642 745350 between 3.00pm - 4.30pm Monday to Friday. You will need to have available your computerised request slip. *Please note we cannot order medications which are not on your computerised slip.*



If you would like to order your repeat medication online please ask at reception.

Alternatively, requests can be posted or faxed to us (Fax: 01642 745351) or delivered to the special box in reception. Repeat prescriptions can be posted back to you if a stamped addressed envelope is supplied, or you may wish to ask your pharmacist to collect the prescription on your behalf



## systemonline BOOK REQUEST REGISTER

SystemOnline is an online service which allows our patients to perform a number of routine tasks via the internet. The SystemOnline website is provided and maintained by TPP, the same company who provide our medical records system. By registering with SystemOnline, our patients can:

- Order repeat prescriptions
- View past/future appointments
- Cancel appointments

To use SystemOnline you will need a user name and a password. You can get these by asking a member of the Reception team when you are at the surgery. Unfortunately we cannot give out user names and passwords over the telephone for security reasons.

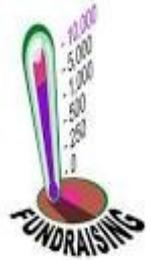
# NORTON MEDICAL CENTRE PATIENTS' GROUP



Norton Medical Centre Patient's Group comprises patients from the practice and has existed in a number of formats over many years. The Patients' group originally held evening meetings, when talks on matters of medical interest were held and, whilst these were well supported by a small number of patients, over the years attendance began to dwindle and it was decided to refocus the group's activities.

A small number of patients now form a Steering group of the Patient Participation Group and they volunteered in response to a request to reform the previously active Patients' Group. It was agreed that the activities of the Steering Group should be limited to decorating the waiting room at Christmas and Easter and keeping the children's area clean and supplied with toys and books.

Fundraising activities have continued at least twice a year and we are very grateful to all the patients who generously donate Tombola and Raffle prizes and support the events by making craft items and buying Tombola tickets. Cash donations that are sent by grateful patients to the Practice are forwarded to the account of the Patients' Group and a letter of thanks is sent by the Chair of the Group.



Practice staff suggest items that will be useful to enhance the facilities for patients and notices have been displayed in the waiting room when items have been purchased so that patients can see where the money has been spent. In the past six years in excess of £8000 has been raised and this has been used to purchase a wide range of items including an ECG machine, spirometer and medical equipment for the Registrar and Nurse Practitioner.



More recently the Steering Group has been acting as a consultation forum when changes in the practice are being proposed. As Chair of the Group I was pleased to be invited to a presentation on how the Practice could take up the new Dr First system. We have been concerned for some time about the hundreds of patients each month who fail to attend for their appointment and we are hopeful that Dr First will reduce the number of non-attenders.

The Steering Group meets regularly with the Practice Manager to plan activities and raise issues. I am personally very grateful to the Group members who give of their time. Earlier this year we suggested that the indicator board was not displayed long enough for patients to read the information and we were very pleased that the display time was doubled almost immediately.

We feel upset that GP practices are being unfairly blamed for shortcomings in other areas of the health service because we can see just how hard all the staff in Norton Medical Centre work on behalf of the thousands of patients.



**Ann Cains**  
**Chair of Patients' Group**

*If you are interested in joining the Patients' Group or the Patients' Reference Group then please speak to one of the receptionists at the Medical Centre*

## **Dr Rodger Thornham**

It is with great sorrow that we inform you that Dr Rodger Thornham very sadly passed away on Thursday 30th May. Dr Thornham retired from general practice just over four years ago, having been a partner at Norton for over 30 years. We offer our condolences and deepest sympathy to Dr Thornham's family and friends.