

WELLINGTON

Medical Practice



December 2017



Newsletter

COPD - OPEN MORNING

20TH DECEMBER 2017

10:00 - 13:00

Come and discuss any COPD issues with our team, meet other local agencies and respiratory teams/services and potentially have your COPD review with one of our treatment room team.

Drop in any time between 10.00 - 13.00 on 20th December, here at Wellington Medical Practice and join us for a mince pie and a cup of tea to discuss your condition and any support we can offer locally to help you.

Supporting Charities

We are very proud to be supporting Save the Children, Telford Crisis Support and World Aids Day at the practice; Staff have been very generous with the donations they have given. Look out for our team in their Christmas jumpers on December 15th and December 22nd

Flu Vaccinations

We are still vaccinating for the flu , if you haven't already and are eligible book in for your flu vaccinations please call reception on 01952 226000 to book an appointment



Patient Participation Group

Wellington Medical Practice are actively seeking patients to join and form together a patient participation group. We are looking for people of any age, gender, or background to attend a regular practice meeting to discuss any changes or ideas you might have for the surgery.

If this is something you may be interested in or would like some further information, please contact a member of our reception team and leave your contact details and a member of our team will contact you.

Appointments

The appointment system is as follows

- Step 1** Phone or come to reception to make an **on the day** appointment
- Step 2** When all the on the day appointments have been allocated, we are offering an **Open Access Clinic (OAC) until 10:00am**. You will be entered onto our OAC list and seen in order of arrival. This is a sit and wait service and you must have arrived before 10:00 to be added to the list (Please note at peak times, we may have to cap the number of patients seen in the OAC to keep wait times to a reasonable limit).
- Step 3** If it is not urgent and you do not need to see a clinician on the day – you can pre book a **routine appointment** – there will be a wait for these appointments. We are aiming to keep the wait time to a week, but this time may increase in our peak times.

Feedback

Your feedback is very important to us; this enables us to continue to improve the services we are offering you. There are three ways to leave feedback,

- 1) We have feedback forms available at the patient information point,
- 2) We have friends and family feedback
- 3) Alternatively you can leave us a review on NHS Choices

<https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=36411>



Thank you

As this will be the final newsletter of 2017, we would like to take this opportunity to thank all our patients for your continued support throughout 2017, and wish you all health, wealth and happiness for 2018.





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Keele
University

A Keele University School of Medicine Teaching Practice