WHEN WE ARE CLOSED WHO DO YOU CALL IF YOU NEED A DOCTOR?

CALL 111

The local Derby NHS service is now part of the 111 telephone call service. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. You should call 111 if:

- you need medical help fast, but it's not a 999 emergency
- you think you need to go to A &E or another NHS urgent care service
- you don't know who to call, or you don't have a GP to call, or
- you require health information or reassurance about what to do
For less urgent health needs you should still contact your GP or local pharmacist in the usual way.

**For immediate, life-threatening emergencies, continue to call 999.**

**Have you visited our website?**

There are regular health updates on the notice board, travel information, information about long term conditions and much more.

There is also information about how to book appointments online and to request your repeat medication online or via email.

**Would you like to see the site in another language?** Just click on the flags and select your language.

Have a look and let us know what you think, we value your opinions.

**http://www.parkfarm-medical.net**

**EASTER PROBLEMS**

We experienced some appointment problems during the weeks around Easter and we would like to apologise to patients for any inconvenience that this may have caused. During this busy holiday period we had GPs scheduled for holiday to then find ourselves with a GP summoned for Jury Service. Although we had additional GP locum cover we found ourselves having difficulties.
SUMMARY CARE RECORDS.

The NHS in England is introducing the Summary Care Record, which will be used in emergency care. The record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had, to ensure those caring for you have enough information to treat you safely.

The NHS has written to all our patients telling you all about the Summary Care Record. They will also tell you how you can opt-out of this if you do not want emergency carers to have access to your Summary Care Record. If you would like more information telephone the dedicated NHS line on 0300 123 3020 or visit the website at www.nhscarerecords.nhs.uk where you can also find information in other formats and languages.

CATCH a COMMENT CARDS
Thank you to all our patients that have already completed one of our comment cards. We have had hundreds and hundreds of helpful comments and compliments. Please keep filling in your comments. We have found a number of comments about GPs running late in their appointment schedule and how this is an inconvenience to patients. We are currently looking at how best we can handle this problem and we will let patients know what we are doing.

Telephoning the Practice…. 
Patients telephoning the Practice for general enquiries such as blood results, immunisation queries, checking appointment times etc may find it easier to call after our early busy period which is between 8:00am and 11:00am.
Did you see our last Practice News? We led with a cancer awareness article.

We thought we should show the campaign message again in this Practice News

The main campaign message says
‘if you’ve had blood in your poo or your poo has been looser for 3 weeks we want to know. Chances are it will be nothing to worry about, but make an appointment and tell your Doctor, they will want to know.’

We are working on our registration with the CARE QUALITY COMMISSION, a statutory body that regulates all health service providers.
We will keep our patients informed of how we are progressing with our registration.

Some facts about your medical Practice:-
At the time of writing this Practice News we have 10,907 patients,
We have 734 patients diagnosed with asthma.
We have 497 patients diagnosed with diabetes.
We have 1,803 patients diagnosed with hypertension.
We have 10 Doctors including 2 GP registrars.
We can have as many as 250+ repeat prescription requests everyday.
And there is just so much more ..................