

## **Hedge End Medical Centre Newsletter June 2011**

### **Extended Opening Times**

For the past three years we have been operating an extended hours service for pre-booked appointments on alternate Monday and Thursday evenings, and every Saturday morning.

Following a substantial reduction in funding, it has been necessary to undertake a comprehensive review of this service.

From the 1<sup>st</sup> June we will continue to offer the evening sessions.

Regrettably, due to lack of demand and attendance on Saturday mornings, this service will be reduced to alternate Saturdays.

### **New Telephone System**

We continue to make progress with our new telephone system. We have improved our average waiting time to 25 seconds for enquiries and 20 seconds for appointments. Our aim is to reduce this still further to 20 and 15 seconds.

We are pleased to inform you that the new system allows us to direct more telephone operators to the system between 8.30am and 10.30am when our telephones are extremely busy. Please support us, and if your call is not urgent for the morning, try and call after 2.00pm.

You have told us that you do not like our on hold music and we are currently in the process of changing this.

### **Practice Based Commissioning (PBC)**

Hedge End Medical Centre remains fully engaged with the Eastleigh Southern Parishes PBC group. We are working hard to improve local NHS services. Projects include a community vasectomy service, pulmonary rehabilitation for patients with severe airways disease & a community diabetes service.

**Royal South Hants Hospital Minor Injuries Unit, Brintons Terrace,  
Southampton.**

**Is Open 7 days a week, 365 days of the year 8.00am – 9.30pm.**

Minor Injury Units are there for patients with non emergency injuries and illnesses.

You should head for the Minor Injury Unit for problems such as cuts, grazes, sprains and small fractures – you will not need an appointment and the Minor Injury Unit has better facilities to assess and treat minor injuries.

**Bitterne Walk-In-Centre**

NHS Southampton City is reducing the opening times of this service as from the 6<sup>th</sup> June 2011.

**New Hours Weekdays 6.30pm – 9.30pm**  
**Weekends & Bank Holidays 8.30am – 9.30pm**

**Out of Hours Service**

With effect from the 1<sup>st</sup> June 2011 the GP Out of Hours Service will have a new telephone number **0300 300 2012**

**Patient Reference Group**

We are encouraging patients to give their views about how the practice is doing. We would like to be able to find out the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again to ask you a question or two.

If you would like to take part, please provide your email address below and we will add you to a contact list.

Your contact details will only be used for this purpose and will be kept safely.  
.....

**I would like to take part**

My name is.....

My e mail address is.....

Please let us know if you do not have an e mail address but would like to take part.