



Ambrose Avenue Practice Notes



Compiled by the Patient Participation Group for support members

November 2016

Issue 6

Repeat prescriptions team have moved surgeries

Members of the Practice repeat prescription team have moved to a new base at Tollgate Surgery. It is hoped the move will assist in all requests meeting the 72-hour turnaround from slips being dropped in and prescriptions being available for collection or sent to the requested pharmacy.

Recent procedure changes have added extra pressure to the team who will now work up to 6pm four days a week to meet demand.

If possible, please deliver or send your repeat prescription slips to Tollgate Surgery. However, the box is still available at Ambrose and there are regular collections linking with the team.

Meanwhile please direct all prescription queries to Tollgate surgery.

How does the Practice serve young parents?

Your patient Participation Group is going outside the surgery to survey the views of parents with young children on how the Practice meets their needs.

We fully realise that the average age of the group's membership only gives us access to the opinions of younger patients through being grandparents. So we are visiting Mother and Toddler Groups over the next few weeks to try and get feedback.

This is the first time we have tried this exercise and the success ... or failure Will assist in gauging future activity.

Flu Day donations boost plans to assist the lonely

Generosity of patients attending the annual Flu Day on October 1 saw £641.47 being donated towards plans by the PPG and Practice to link with Age Concern Colchester in providing social activities for the lonely elderly.

Meet us during national Self Care Week

Fellow members of your patient group are attending both surgeries all day on Wednesday November 16 to chat with patients and give out information and general assistance to Practice services as required with special emphasis on how we can care for ourselves.

Make sure you stop to say hello if you are there.

Any comments, queries, praise or criticism to Patient Participation Group secretary Ray Hardisty on 07434 309261 or at ray.hardisty@btopenworld.com