



Ambrose Avenue Practice Notes



Compiled by the Patient Participation Group for support members

October 2016

Issue 5

Surgery blood tests should be easier to get

The Practice apologises that it has been a difficult two months for patients getting their blood samples done. Unexpected staff changes mean samples have been taken by appointments only since the middle of August.

A new phlebotomist has started now and, it is hoped, the situation will soon be back to normal.

Which means appointments at Ambrose and a walk-in service at Tollgate.

Please ensure you ask for your test results

Patients should not assume that everything is ok when you have a sample taken, it goes off for analysis and then you do not hear anything. It is up to all of us to check on the outcome of blood checks and all other tests done by consultants or the new community teams.

Ring the surgery after 11am Monday to Friday on the usual 549444 number and enquire about the results and any advice your referring GP has left on your notes.

Saturday October 1 is Flu Day ... don't forget!

Both Ambrose and Tollgate surgeries will have clinics running all morning offering the FREE flu jab to all those who qualify. Both sites will be open from 8am and will run right through to 12.30pm.

You do not need to make an appointment just turn up.

And if you are not sure whether you qualify or not, go to either surgery and ask the staff on duty.

Your patient group is planning two special days

Fellow members of your patient group are attending both surgeries on the morning of Flu Day and all day on Tuesday October 18 to chat with patients and give out information and assistance as required.

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