



Ambrose Avenue Practice Notes



Compiled by the Patient Participation Group for support members

July 2017

Issue 12

Remember to order your holiday medication

Your fellow patients know just how much there is to remember when going on holiday but, please, don't forget to order all the medication you need in good time.

Running out while you are away is traumatic and could lead to serious complications.

And trying to get things rushed through just before your leave is more than stressful.

So, look at your supplies at least a fortnight before you go and check that you enough to see you through.

If not, and you have to ask for extra than the normal supply, speak to the prescriptions team at Tollgate.

They will be as helpful and understanding as possible.

But they, of course, cannot help you if they do not know you are going away.

Cancelling unwanted appointments

Failing to cancel an unwanted appointment can mean that a fellow patient at the surgery who needs one does not get the care they want.

Simply just not turning up is a waste of medical time and surgery facilities.

So, the patient group urge that we cancel appointments we cannot keep as soon as we know they are not wanted.

Please ring the normal surgery number after 10am and let the receptionists know.

Then your unwanted slot can be offered to someone else.

Out and about on behalf of patients

Members of the Patient Participation Group will be at both Ambrose and Tollgate surgeries on Monday July 24.

The sessions are organised so we can speak to patients about what is going on in the surgeries.

Sometimes we can help with signposting and advice.

Other times we are told something that we can follow up with the management team.

Whatever, please do have a word with your fellow group members.

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