

Holmes Chapel Health Centre - Dispensary



Dispensary – Opening Hours – 8.00am – 6.30pm

To improve the service we offer we are encouraging patients to leave their repeat prescription with us when they collect their medication and return again in 28 days to collect their next supply. This alleviates the need to drop off a repeat prescription and also avoids last minute requests. Alternatively you may continue to order your repeat prescription by completing the request slip and posting it in the Dispensary box sited in the foyer or via email as below.

The telephone repeat request line is for housebound and elderly patients only who may leave their telephone number on the answer machine. A member of staff will return their call to confirm their order request.

Repeat Prescriptions – Email Address

For Dispensing patients who live outside a one mile radius of the centre of Holmes Chapel and who utilise the Dispensary:

Requests may be emailed to: hchcdispensary@nhs.net

For all other Holmes Chapel patients, you can order your repeat medication electronically by sending an email with your details and list of medications required to: hchcscrip@nhs.net

(NB: this email address is for prescription requests only).



Medication Prescribed by the Hospital

Don't encounter delay when you are prescribed medication at a hospital appointment. Hospitals are obliged to provide patients with any initial medication prescribed while you are under their care. Please ensure that you are provided with your hospital prescribed medication before you leave the hospital. Requesting this medication from your GP adds to the GP workload and results in delays for you and patients under the GP care.



Patients can now follow us on
Twitter @HolmesChapelNHS and Facebook

In Practice

Holmes Chapel Health Centre Newsletter
Winter Issue 1 – November 2015



Health Centre Closures

Please note the Health Centre will be closed on:
Friday 25th December and Monday 28th December
Friday 1st January 2016

Should you require urgent medical attention when the Health Centre is closed dial 111, you will be given advice and directed to an appropriate service

In the event of an emergency dial 999

Christmas Medication orders
Please ensure you order your Christmas medication by 12.30pm the 19th December 2014 for collection on Christmas Eve

Holmes Chapel Health Centre Website

We are continually progressing and updating information on our website to be more detailed and informative for our patients. Please feel free to visit the website www.holmeschapelhealthcentre.co.uk and forward any comments/suggestions using the online link.

Seasonal Flu Vaccination

All patients aged 65 or over, pregnant ladies and any patient aged 6 months to 65 years on a clinical "at risk" register which includes diabetes, chronic heart, lung, kidney diseases, a neurological condition, MS, cerebral palsy or who suffer from impaired immunity due to medication or disease are eligible for a flu vaccination. Carers of patients on an "at risk" register may also be eligible if they are registered with the practice.



If you have not already had your flu vaccination please contact the Health Centre for more information.

GP Availability

If your usual GP is unavailable on the day of your request please try to wait until they are available. Alternatively if an appointment is required for a minor ailment it may be that the Nurse Practitioner can deal with your problem, please ask the Receptionist.

GP's	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Tate	In all day	In all day	No clinics	In all day	In all day
Dr Thorburn	In all day	In all day	No clinics	In all day	In all day
Dr Bailey	In all day	In all day	In all day	No clinics	In all day
Dr Taylor	In all day	In all day	In all day	No clinics	In all day
Dr Hulme	In all day	No clinics	AM - only	In all day	AM - only
Dr Bailoor	In all day	No clinics	In all day	In all day	In all day
Dr La Coste	-	AM - only	-	AM - only	-

Nursing Team Availability

Nurse Practitioners	Monday	Tuesday	Wednesday	Thursday	Friday
Julie & Louise	AM - only	AM/PM	AM - only	AM/PM	AM - only
Practice Nurses	Monday	Tuesday	Wednesday	Thursday	Friday
Caroline Faulkner	PM - only	In all day	In all day	-	In all day
Jenny Worthington	In all day	PM only	In all day	PM only	-
Sharon Wakefield	In all day	-	-	In all day	In all day
Health Care Assistant	Monday	Tuesday	Wednesday	Thursday	Friday
Kathryn Hulme	In all day	AM only	In all day	AM only	In all day

On line services

Patients can now register for access to order their repeat medication online at www.holmeschapelhealthcentre.co.uk

Patients can now book appointments and request their repeat medication online. In order to register for access to the online services patients must attend the Health Centre in person, bringing with them two forms of identification (one photo ID and one address ID). Once registered, patients will be able to book GP appointments and request their repeat medication via our website. If you would like to register for these online services please bring your ID in to either the main reception or dispensary reception, who will then initiate your registration for the online services.

Extended Hours – Early & Late Sessions

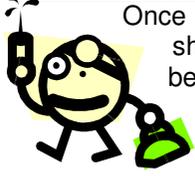
An early morning GP surgery is available from 07.30am on Mondays, Thursdays and Fridays with a late evening surgery until 7.30pm on Mondays. This service is available for routine pre-bookable appointments ONLY. The Receptionist will request a telephone number at the time of booking. This will enable the GP where appropriate to telephone you in advance of the appointment.



Appointments – Telephone Calls

Please note the telephone lines opens at 8.00am - this is for URGENT and "BOOK ON THE DAY" appointments ONLY. For ALL routine appointments and enquiries please call after 9.30am when the lines are less busy. Please note that any request for a telephone conversation with your GP will first be reviewed by the GP. It may be that the GP would prefer to have a face to face consultation with you. We will get back to you once the request has been reviewed by the GP. Please note that it is unlikely that we will be able to get back to you on the same day due to the very high workloads being placed with the GPs at the current time. Thank you for your continued support.

Telephone Triage by our Duty Doctor



Once all of our GP appointments have been booked up for the day, should you have an urgent problem, your appointment request will be passed to the nominated Duty Doctor for that day. The Duty Doctor will call you back and triaged your problem over the telephone. The GP will progress with you any necessary next steps, including asking you to come down to the Health Centre for a face-to-face consultation if required.