

## 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](mailto: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: [hchcscripts@nhs.net](mailto:hchcscripts@nhs.net)

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



### 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

# In Practice

Holmes Chapel Health Centre Newsletter  
Autumn Issue 1 – September 2015

## Health Centre Closures

Please note the Health Centre will be closed on:

Wednesday 7<sup>th</sup> October 12.30pm-6.30pm

Wednesday 4<sup>th</sup> November 12.30pm-6.30pm

Should you require urgent medical attention when the Health Centre is closed dial the usual number (**01477 533100**) – your call will be automatically transferred to NHS East Cheshire Out-of-Hours Service. Alternatively you can contact the Out-of-Hours Service at Macclesfield Hospital direct (**01625 502999**).

In the event of an emergency dial **999**



If you smoke, stopping smoking is often the single most effective thing you can do to reduce your risk of future illness. The risk to health falls rapidly as soon as you stop smoking. During the month of October Smokers across the country are being urged to [sign up to Stoptober](#), the country's 28-day mass quit attempt from Public Health England. For more information on this access the Stoptober website, leaflets on smoking cessation advice can also be obtain from Reception.



Patients can now follow us on  
Twitter @HolmesChapelNHS and Facebook

### Not sure what to call this article

Over the summer months the Health Centre has been faced with a few challenging situations with the absence of GP's due to ill health. I would like to thank the patients of Holmes Chapel for their patience and support during this very difficult time. Once the GP's are back to work they will have a phased return so appointments may not be readily available for these GP's.

### 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.

### 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](http://www.holmeschapelhealthcentre.co.uk) and forward any comments/suggestions using the online link.

### On line services

**Patients can now register for access to order their repeat medication online at [www.holmeschapelhealthcentre.co.uk](http://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

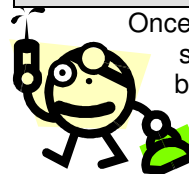
An early morning GP surgery is available from 07.30am on Mondays, Thursdays and Fridays with a late evening surgery until 7.30pm on Mondays. This service is available for routine pre-bookable appointments ONLY. The Receptionist will request a telephone number at the time of booking. This will enable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