**Welcome to our Newsletter**

**Staff**

**New Nurse Associate**

Melissa is our new Nurse Associate who started with us in January, she will be replacing Hazel.

**Paramedic**

We are sharing this role with another Hillsborough Practice; Ruth will be starting with the practice in March. She will be doing home visits and seeing patients in her own clinics for reviews and some minor ailments

**Patient Survey**

The practice recently sent out surveys, and responses that we received have shown that patients are generally happy with the practice, from these results the practice made the decision to make all appointments the patient’s choice on whether face-to-face or telephone appointment. To book appointments online you need to have access to system online, please ask reception about this.

**Enhanced Access**

The practice along with the Primary Care Network (PCN) offers appointments, which may be a telephone call or a face-to-face appointment on a weekday evening or a Saturday. The Hillsborough PCN of which Far Lane is part also consists of other GP practices: Dykes Hall MC, Tramways (Bradley), and Tramways/Middlewood. You may be asked to attend one of these as part of the Enhanced Access appointment.

**Patient Participation Group** If you would like to join our, please contact the surgery, and let reception know or you can email SHECCG.FarLane@nhs.net with your details, we meet 4 times per year.

Bank holiday date: Good Friday 7th April and Easter Monday 10th April – don’t forget to order your medication in advance, please allow up to 72 working hours for your request to be processed.

**Coffee and cake**

Far Lane Medical Centre would like to invite patients to a coffee and cake afternoon on Thursday 23rd February from 1 pm – 2 pm, it’s a chance for patients to meet and chat, please note no clinical staff or doctors will be present

**Not attending appointments**

Please see below the number of appointments that weren’t attended by patients:

October – 99 appointments

November – 106 appointments

December – 63 appointments

January – 89 appointments

**Practice Services**

**First Contact Physiotherapist Practitioner**

These are placed at one of the two sites. There is also Zoom physio which is a self-referral service that can be accessed via our website

**LARC clinics – Long-Acting Reversible Contraception.** Dr. Jessica Skilling works in the practice one Wednesday a month, offering appointments for the renewal and fitting of coils and implants.

**Booking a GP appointment on the day.**

Please contact the surgery, phone lines open at 8 am. You can either request a telephone or a face-to-face appointment all subject to availability. We do also have appointments that can be booked in advance.

**Birthday reviews**

The practice is now calling patients in for a medication review during the month of their birthday. This is for patients who have a long-term conditions. This is a 20 min appointment with our Nurse Associate, Melissa.