



PRACTICE NEWS

For the patients of the Memorial Medical Centre

Congratulations, Shelly!

Shelly, our Assistant Operations Manager, has given birth to a beautiful baby girl, Congratulations Shelly! The practice welcomes Sarah McKelvie, who has just joined as Assistant Practice Manager.



Appointments

Doors are open at the practice for booked appointments only, following updated covid guidelines and restrictions. We have screens at the reception desk to protect you and staff. Our nurses are carrying out face to face appointments. We have booked regular locum GPs to offer more appointments for patients. 2 patients maximum are to wait in the lobby, with one at a time at the reception desk. There is a maximum of 8 patients in the waiting room. We have a one-way system to avoid congestion, and ask all patients to leave by the far exit; there are arrows on the walls to direct you.

Repeat Prescriptions

Repeat prescription requests can be made online via patient access. Repeat prescription requests for under 16s, and acute prescription requests can be made by filling in a form on our website (memorialmedicalcentre.co.uk). Alternatively you can send your request by post, or put it through our letterbox at the front of the building, or hand it at reception. We are unfortunately unable to accept requests via email.

New Faces and Goodbyes

Since our last meeting in December 2020, we would like to advise that we have employed a new salaried GP, Dr Funmi, so we'd like to offer her a warm welcome to the practice.

Unfortunately Dr Toumazi will be leaving us in July, and we wish her luck for the future.

We are also hoping to recruit a new paramedic practitioner soon, and will keep you posted.

Call Drop Outs

We are aware that some patients are being dropped from the call queue when phoning the surgery. We have spoken to our provider and in order for them to investigate we need 3 recorded episodes in one day. We are therefore asking patients to email: memorialmedical@nhs.net with the time of the call and number used, so we can keep a record. Our phonecalls are answered in a reception hub, away from the main surgery reception, by a group of dedicated staff. Please be assured, we are taking your calls to the best of our ability.

ENT Clinic

The surgery has an ENT (Ear, Nose and Throat) clinic operating every Wednesday and Thursday. Patients need to be referred by their GP. The clinic is run by Dr Ingram and Mr Padgham, who are both ENT Specialists. Our Healthcare assistant, Mandy Hinson is also trained to perform microsuction at the clinic.

COVID VACCINATION UPDATE

All vaccine invites are now being managed by the PCN staff at Age UK. This includes invites for 2nd vaccinations, so please wait to be contacted by them. If you had your first vaccine at a national centre, you will need to book your second with them. We are aware that some patients are experiencing difficulties using the NHS App to access their Covid Vaccine information. We would like to advise patients that unless they are told to contact us to enable online access, to use the NHS App website for support: <https://www.nhs.uk/contact-us/nhs-app-contact-us>

