

# Pendle View Medical Centre

NEWSLETTER:ISSUE 3

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We would like to wish everyone a very happy new year

## HELP DIRECT

Help Direct is a signposting service that has been put in place to assist all adults across East Lancashire in getting the most out of life. Help Direct offers practical support, guidance and information providing assistance with all aspects of wellbeing.

They can help regardless of your situation or circumstance in finding a positive solution to your needs in the following areas:

**Health and Fitness**

**Home and Garden**

**Volunteering**

**Relationships and Families**

**Getting the Right Help and Support**

**Community and Involvement**

**Mobility and Transport**

**Managing Finances**

**Learning and Leisure**

**Employment and Training**

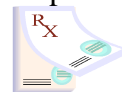
Website:www.helpdirect.org.uk

**Telephone: 0303 333 11 11**

**Adverse weather conditions:** In case of severe weather and you cannot get to surgery, please phone to cancel your appointment

## Ordering Repeat Medication.

Reminder: We do not take prescription requests over the telephone. Requests can be faxed, posted or put in the request box in the surgery. Please allow 48 hours for your prescription to be processed



Please refrain from using your mobile phones in the surgery. You can make and take calls in the foyer.

## Staff News

Dr Hameed is the new foundation year 2 doctor. He joined us in December for 4 months

## Appointments

If you need an urgent appointment it may not be the doctor of your choice. If you require an appointment to see a doctor of your choice then you can make a routine appointment up to six weeks in advance.

We are a training practice therefore we have trainee doctors on most days

## Minor Ailments

For certain conditions like the common cold where a doctors appointment is not always necessary you can use a pharmacy first card available from reception and can be used to get over-the-counter remedies from the pharmacy.

To check if you are eligible please enquire at reception.

## Holiday Vaccinations.



Don't leave getting your vaccinations done to the last minute as we may not have appointments available at short notice. You can book appointments up to 6 weeks in advance for travel, malaria and prophylaxis advice. It is advisable for maximum protection to have vaccinations given at least one month prior to travel.

Malaria is preventable, but can be fatal if left untreated

Between 1990—2009, every year on average, 1,900 people returned to the UK with malaria.

## National No Smoking Day

**WEDNESDAY 14th  
MARCH 2012**

Do you want to quit? Do you need help?

Contact your local NHS stop smoking service

**Tel: 0800 328 6297**

**Or**

**01254 380424**



## Number of Patients who failed to attend appointments during December was 73

Patients not attending may mean that you cannot see the doctor or nurse on the day that you wish, making access to our services difficult

**Please cancel your appointment if you cannot attend.**

Due to the number of patients failing to attend, a new policy has been introduced in the practice. Patients who fail to attend 2 or more appointments within six months and do not contact the surgery to cancel will be contacted by the practice and may be asked to find another GP.

## How to seek medical attention when the surgery is closed

If you need medical attention that cannot wait until the surgery is open then you can call **NHS DIRECT ON**

**08452 26 26 26**

**OR**

**111 when you need medical help fast but it is less urgent than 999**

A New NHS service for people in Lancashire is being piloted.

You can phone NHS 111 any time of day seven days a week to get expert advice on which service is the best

## Patient Participation Group

The Patient Participation Group have now met twice. The minutes of the last meetings are on the practice website or you can ask for a copy at reception. The next meeting has yet to be confirmed. If you are interested in joining the group then please ask to speak to the Practice Manager.

## Staff Christmas Party

Pendle View Medical centre staff were joined by the District Nurses and all enjoyed a great night at the Oaks Hotel with plenty of dancing!!!!