

# The **Poplars** Medical Centre

www.thepoplarsmedicalcentre.co.uk

Established 1926



**December 2008**

**Volume 1, Issue 1**

## **NEWSLETTER**

Welcome to our first newsletter. We plan to issue quarterly newsletters to inform patients about Practice matters and planned developments

### ***Dr Forman's Retirement***

**With sadness we must inform you that Dr Forman plans to retire at the end of April 2009. He has served this Practice and Community for an incredible 38 years!!**

### ***Computer Problems Finally Resolved***

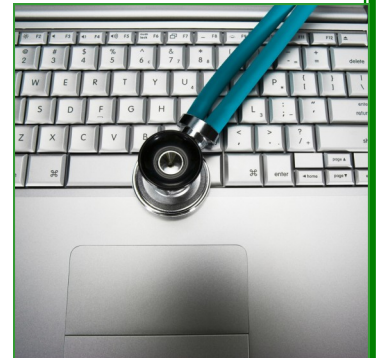
The Practice would like to thank you all for your patience during the disruption the Practice has endured since February 2008, relating to a failing computer system.

The Government has invested heavily in an NHS computer system, which planned to link all GP and Hospital systems together through a series of national server centres.

This Practice was one of the first Practices in Salford to link into this network in February 2008. Sadly, this did not work and left the Practice with a computer system that was not fit for purpose.

No explanation for the problems could be found, despite a high level investigation by NHS IT engineers and we have ultimately had no choice but to reverse the link-up process to ensure we have a computer system that allows us to provide patient services.

Due to this Practice's experience, there has now been a complete suspension of any further Practices in Salford linking up with the NHS central server system until our problems can be explained.



## ***On-Line Repeat Prescription Requests***

***You can now request your repeat medication via our website by clicking on "order repeat medication" on [www.thepoplarsmedicalcentre.co.uk](http://www.thepoplarsmedicalcentre.co.uk)***

### ***Flu and Pneumococcal Jabs***

**If you are over 65 years of age or have Asthma, COPD, Heart Disease, Kidney Disease, Diabetes or have had a stroke, YOU NEED YOUR ANNUAL FLU JAB.**

Also, if you are in one of these groups and have **NEVER** had a Pneumococcal jab, this is advised to protect you against the most common form of Pneumonia.

This jab is usually only required once in your life (unless you do not have a spleen).

**PLEASE MAKE AN APPOINTMENT AT RECEPTION OR ASK YOUR GP DURING YOUR CONSULTATION.**

### ***Plans for Improved Telephone Access***

The Practice plans to implement an improved phone system in the near future to allow patients to book, change or cancel appointments 24 hours a day, 7 days a week.

We will let you know when the system will be launched

### ***Violence Statement***

All staff at the surgery have the right to carry out their work without threat of violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients. We promise to treat all our patients with respect and in return we feel our staff should be entitled to the same.

### ***"Commuter Clinics"***

The Practice now offers appointments from 7.00am designed to accommodate patients who would otherwise have to leave work to see a GP.