

Online appointments/prescriptions

As part of our aim to offer our patients a wide range of services, in a variety of ways, you have the option of booking appointments and ordering repeat prescriptions online. It's quick, easy and efficient.

You can use our online services to book appointments and order repeat prescriptions.

Not registered

Come in to the surgery and enquire at Reception about registering.

Useful telephone numbers

- District Nurse - 01772 777265
- Greater Preston CCG - 01772 214200
- None emergency - 111
- Emergency - 999
- Royal Preston Hospital - 01772 716565
- Crisis Team (Mental Health) - 01772 773433
- Health Visitor - 01772 777269
- Social services - 03001236720

Did not attend

In September we had 148 appointments that were unused, and in October 141 , due to patients not attending.

If you can't attend your appointments please advise us, and we can then use that appointment for other patients.

What's on

McMillan Coffee Morning

Thank you to all our patients that bought cakes and treats on our McMillan coffee morning. We raised £145.60, which as you know goes to a very worthy cause.



Surgery closure dates

The surgery will be closed, for staff training, in the afternoon, as follows:

- 17 December 2019
- 18 February 2020
- 17 March 2020

Extended hours

Over Christmas and New Year the opening times are:

- Monday 23 December 2019 8:00 to 7:30pm
- Christmas Eve 8:00am to 6:30pm
- New Year's Eve 8:00am to 6:30pm



50 Fishergate Hill
PRESTON PR1 8DN
Tel:01772 254484
Fax: 01772 881835

WWW.FISHERGATEHILL.ORG.UK

OPENING HOURS

Monday 8.00-18.30

Tuesday 8.00 -19.30

Wednesday 8.00-18.30

Thursday 8.30-18.30

Friday 8.30-18.30

Saturdays - See our website or a receptionist for the date we will be open on a Saturday

Network news

We now have a Network Pharmacist and Social Prescriber completing sessions in our surgery each week. More integrated work with community service providers is expected. We will keep you updated with any new developments.

FRIENDS AND FAMILY TEST / SUGGESTIONS

We would like your feedback on the care or treatment we give you, after you have visited us, or have had contact with the practice.

It doesn't take long; just visit our website: www.fishergatehill.org.uk and answer the questions. Alternatively, please complete the form provided in reception.

In September 179 patients completed the Friends and Family Test, with 96% of patients that would recommend us to friends and family. In October 144 completed it, with 92% of patients that would recommend us to friends and family. These are excellent results. We will endeavour to continue to provide you with the highest service possible. Thank you to those patients that took part. And thank you to all our patients in general for being part of our practice.

ZERO TOLERANCE

In the interest of the safety of our staff and patients we strongly support the NHS policy of zero tolerance. Anyone attending the surgery who abuses the doctors, staff or other patients will risk removal from the practice list.

If thought it is deemed necessary we may summon the police to remove offenders from the premises.

New patients

We are still taking on new patients. Just enquire at reception for further details.

Patient Information Forum (PIF)

PIF represents more than 300 organisations across the NHS, voluntary, academic, freelance and commercial sectors. Our expert guidance on the production of high-quality health information supports an improved healthcare experience for patients and the public.

They help members to provide high-quality, clearly communicated, evidence-based healthcare information. The aim is to empower people to make informed decisions about their health and improve outcomes. Health information is a therapy in its own right and should be accessible to all.

To access further information follow the link:

<https://pifonline.org.uk/>

Self refer to a Physiotherapist

Via Central Lancashire Moving Well either by telephone **01772 520900**, or online—Complete the form at ascen-ti.co.uk/clmw-self-referral

If your referral is related to a neurological, pediatric, respiratory, obstetric, gynecological condition or you have a fracture or infection, then please contact the surgery for an appointment.

Drugs and alcohol support

Discover Drugs & Alcohol Services
Fox Street
Preston
PR1 2AB
Telephone: 01772 336123

Foreword from the Surgery Team

Welcome to November's edition of our patient's newsletter. We hope you find it informative and helpful. Any suggestions for our next edition please advise our Practice Manager.

And remember, we are here to support you in managing your health and prevent illnesses, while promoting health and wellbeing.

Self help / Mindsmatter

Did you know that you can self-refer if you feel you need support with a mental health concern. It's quick and easy, just go to:

<https://www.lancashirecare.nhs.uk/Mindsmatter>

IMPORTANT ANNOUNCEMENT

FROM THE 1ST JANUARY 2020 THE PRESCRIPTION TELEPHONE LINE WILL NO LONGER BE AVAILABLE.

PRESCRIPTIONS FROM THIS DATE CAN BE ORDERED BY:

- **ONLINE – PLEASE SPEAK TO RECEPTION FOR FURTHER DETAILS**
- **VIA THE REPEAT PRESCRIPTION SLIP – AVAILABLE FROM RECEPTION**
- **THE SLIP ATTACHED TO YOUR PAPER PRESCRIPTIONS**