

Spring 2014



Dundonald Medical Centre

Practice News

Survey Results

Thank you to all those who took part in the recent survey we conducted from 17th February to 21st February 2014.



The results received were very favourable with 99% very or fairly satisfied with the care they get from the practice and 99% happy to recommend us to someone who has just moved into the local area.

Receptionists

There are 6 reception staff working within our practice.

Patricia is the longest serving having joined in Oct 2000. Dawn joined from the Screening Unit, EHSSB in Feb 2001. Mary joined in Feb 2002, she also now works as a Healthcare Assistant. Norma and Cheryl joined in Oct 2004. Jean joined from Central Services Agency in Jan 2007. She also has responsibility for some secretarial work within the practice.

They are responsible for greeting patients as they arrive assisting with check-in, monitoring the waiting area, organising patient notes, making appointments and liaising with other services such as District Nursing

All our receptionists have considerable experience and are there to help. They are trained to ask questions to provide the most appropriate service.

Please be courteous and help them to help you.

Receptionists are part of the health services front line staff. They are often the first point of contact for patients either face to face or on the telephone.



Congratulations to Sister Christine Watson who has just become a granny to Rory.



Online Appointments and Prescriptions



Please visit at
www.dundonaldmedicalcentre.co.uk

It is possible to book appointments and order prescriptions online.

If you wish to avail of any of the online booking or ordering facilities you will first have to register with reception. Please ask for the 'online registration letter'.

Please **DO NOT** use the online service to cancel Chronic Disease Clinic appointments.

Appointments cancelled online cannot be traced. If you wish to cancel a chronic disease appointment please phone the surgery when an alternative appointment will always be offered. These clinics are set up by the nursing staff to monitor your health and most are once per year only.

Texting patients



We have installed new computer software to allow us to send text messages.

We are now texting patients regarding Chronic Disease appointments, invitations and other review reminders.

Text messages are fast, ecologically friendly and often

more convenient than a phone call.

If you wish to be contacted in this way please sign up for this at reception. (form also available on line).

Looking for Online Health Advice

If looking for online health advice a useful source is patient.co.uk.

Patient.co.uk is the UK's leading independent health site, established for over 15 years. With more than 11 million visits a month, it is a trusted source of information for both patients and health professionals nationwide.

The site contains over 4000

health information leaflets, a wellbeing centre, a free health check, and thousands of discussion forums.

It is accredited by The Information Standard, NHS England's quality mark and was listed as 'The top health website you can't live without' by The Times newspaper (Jan 2013).