

Claremont Bank Surgery

May 2017 Newsletter

Dementia Awareness Week (14th-20th May)

Alzheimer's Society wants everyone across England, Wales and Northern Ireland to take action and unite against Dementia. Dementia will affect us all, with someone developing it every three minutes, and so many people are facing it alone.

Alzheimer's Society in Shropshire, Telford and Wrekin is running a 'United against Dementia' day on 20th May. This will be run at Church Aston and Muxton. In the morning there will be a Vintage tea at Church Aston with games, music and interactive exhibitions.

Later in the afternoon, at Muxton Parish Church there will be a Dementia Friendly Film showing of "Singin' in the rain" and again there will opportunities for people to find out more about local activities through stands.

Between the two events, the Alzheimer's Society wants to encourage people to unite. There will be a walk where people can show their support and also a bus route.

#UnitedAgainstDementia #DAW2017

Community and Care Co-ordinator – Becky Kelly

- ♥ Becky aims to deliver a friendly and informative support to patients regarding non-medical matters. This is mainly emotional support, help at home and social activities.
- ♥ Becky facilitates support groups for carers and a bereavement group. They are usually on a Wednesday every 6-8 weeks. These will either be at Claremont Bank Surgery or Whitehall Medical Practice. Please contact us if you are interested on 248244.
- ♥ If you would like to speak to her regarding any of this, please ring on **01743 248244**. Becky is available most **Wednesdays and Thursdays between 9am and 4:30pm**. On her non-working days, please leave a message with a member of staff at reception and she will give you a call back as soon as possible.

SURGERY CAR PARK REMINDER

Please **DO NOT** park in the surgery car park unless you have an appointment.

This includes weekends and bank holidays

Please contact us after 2pm to receive your results. We will only contact you if urgent action is required.



Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nosy!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.

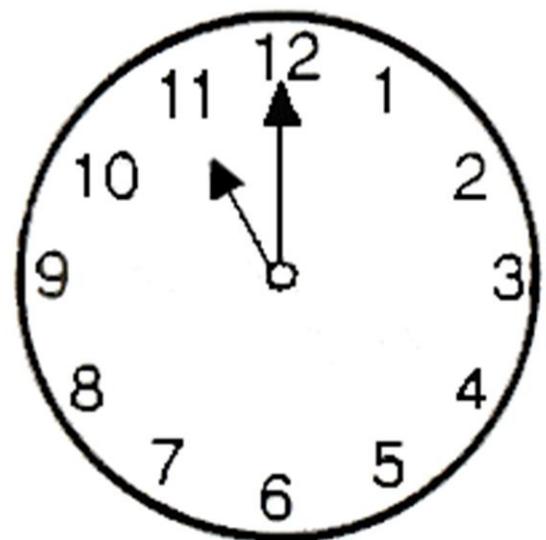


Thank you for your support

News for you:

Just to remind you, we do offer extended hours on a Monday evening (18:00 till 19:30). Please speak with reception for details.

If you order prescriptions before 11am, it will be ready for you after 2pm the same day.



CHANGE IN CONTACT DETAILS?

Please ensure if you change your telephone details or address you inform one of the receptionists. This helps us to keep our records as accurate as possible.