



# Laurel Bank Surgery NEWS

Malpas, Cheshire SY14 8PS Tel: 01948 860205 Fax: 01948 860142

Winter 2009



## Happy New Year Update!

The New Year has taken Dr Chris Hulbert on a well deserved extended break to New Zealand until March.

While he is away enjoying the warmth, Dr Andrew Greenwood and Dr Emma Taylor will be attending his patients.

We are delighted to announce that Dr Richard Henney will be joining the practice at the end of February.

Dr Henney and his wife Stephanie hail from Sale, Manchester.

Our grateful thanks go to Dr Tony Statham for his hard work looking after Dr Price's patients.

Happily, however, Dr Statham will remain as our regular locum.

After 25 years sterling service, Mrs Pauline Walley has retired from the secretarial team.



Mrs Pauline Walley

We wish her a happy and fun-filled retirement.



**Surgery Opening Times:**

**Monday to Friday  
8:00 to 6:30pm**

**Dispensary Opening Times:**

**Monday to Friday  
8:00am to 6:30pm  
(closed each day from  
1pm to 3pm)**

Please allow **48 hours notice** for repeat prescriptions, which can be ordered by letter, by **fax** on 01948 860142 or by using **EMIS Access** via our website:

[www.malpassurgery.co.uk](http://www.malpassurgery.co.uk)

As a last resort, you can order by **telephone** on 01948 860506 between 9am and 10:30am Mon to Fri.

Prescriptions can be collected in person, sent by post on receipt of an SAE, or sent directly to P Williams the Chemist in Malpas.



## TERRIFIC NEWS FOR MALPAS SURGERY DISPENSARY!

### DOCTOR DISPENSING TO CONTINUE!

We are delighted to inform you that on 16th December 2008 the Government announced that it will abandon its plans to change dispensing by Doctors. We have been overwhelmed by your support for our dispensing service. Over 300 supported our campaign by completing our questionnaire. All said they wanted to

continue getting their medication from the Dispensary and rated our service as good or excellent. You also wrote to the DOH making your views known - this amazing support significantly contributed to the government's decision and we would like to thank you. The result is that we will be able to continue providing our dispensary service to patients, particularly the

elderly, disabled and those with transport difficulties. The present threat has been countered but we must be vigilant. The Dispensing Doctors' Association will continue to keep us informed about changes that may affect our patients. Thank you for your support in this and all the services we continue to try to provide to you, our patients.

### STOP PRESS!

*Please remember to call us if you are unable to attend for your appointment. Someone else could use that time and appointment slots are at a premium! Thank you!*

☺ ☺ ☺ ☺ We would like to thank N & J Owen for all their help ☺ ☺ ☺ ☺  
☺ ☺ in distributing this newsletter since we started in September 2005! ☺ ☺



## Government Survey GP Services

Patients in England are being asked by the Government for their views on how to improve family doctor services. Results from this national survey will be used to drive changes to GP services and reward GPs who provide fast and convenient services.

Survey questionnaires and a covering letter will be sent out in the week commencing 5th January 2009. the final date for reply is 13 April 2009.

This is the third year the DOH has run a GP patient survey. It now includes more questions to find out if GP Practices are getting

the basics right for their patients. You will also be asked to rate local out-of-hours to ensure health care is easily accessible when they need it.

We hope that if you receive a questionnaire, you will find the time to complete and return it.

We will also be running our own survey over the next few weeks. If you attend the surgery and have time to complete the questionnaire, we will be interested to hear your views on how we operate.

All your comments will be considered as we look at plans for the coming year.



## MMR RECALL

The Department of Health have asked us to carry out a recall of all children who have not received any MMR vaccine or who need a booster. This is because there is currently a measles outbreak locally in Cheshire and Merseyside which is causing concern. Only 30% of those invited have taken up our offer to be vaccinated.

Low levels of immunisation uptake over the last decade have led to a significant increase in the number of children not protected against measles.

The more children that are not protected, the more rapidly measles will spread.

## Emergency / OOH Cover

### ⇒ EMERGENCIES

*In the event of a serious problem, such as chest pain or collapse, call 999 immediately.*

### ⇒ OUT-OF-HOURS COVER

*Medical advice is always available for emergencies at night, weekends and all bank holidays.*

*If you require advice urgently, please call 01948 860205.*

*The recorded message will give you the number to ring in order to contact the Out-of-Hours service.*

### ⇒ NHS DIRECT

*Contact on 08454647 for non-urgent advice.*



## Extended Hours Appointment Service

If you have trouble fitting in appointments to see your Doctor or Practice Nurse between 8am and 6:30pm, you are now able to ring a central telephone number (01244 364700) to book an appointment with the Extended Hours Appointment Service.

This service allows you to see a GP or a Practice Nurse between 6:30pm to

8pm from Monday to Friday and 10am to 12noon on Saturdays.

The clinics are held at Tattenhall (Wednesday to Saturday), Helsby Health Centre (Monday and Tuesday), St Martin's Clinic, Chester, and Ellesmere Port Hospital.

The appointment must be made in advance - it is not an emergency service.