

## Friends and Family Test

GPs have a contractual obligation to offer the Friends and Family Test (FFT). The FFT asks patients and their carers if they would recommend the services they have used and offers a range of responses. The FFT provides a mechanism to highlight both good and poor patient experience.

This kind of feedback is important to help us make the changes that make a real difference to patients and to support patient choice.

Please pick up a response card in reception or in the waiting room, complete it and either post in the red box or return to reception. Thank you



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### Please Note

The Practice will no longer be offering extended hours appointments. We apologise for any inconvenience this may cause



February 17

## ROWCROFT MEDICAL CENTRE

[www.rowcroftmc.nhs.uk](http://www.rowcroftmc.nhs.uk)

## NEWSLETTER

### Dr Thornton MacCallum

Dr MacCallum will retire from General Practice at the end of February. We feel sure that you will want to join with us in wishing him a long, happy and healthy retirement.

There is a card available to sign and if you would like to contribute towards his leaving gift there is an envelope available.

Please ask at reception



Like us on Facebook

## Repeat prescriptions

### A call for help

We, and our local Pharmacy colleagues, are struggling to meet patient expectations with regard to repeat prescription requests. In any three month period we will produce prescriptions for around 36,000 repeat items so we must be allowed time to produce a prescription, have it checked & signed and the Pharmacy must have time to dispense the item. The system is put under more pressure by patients who forget to place their order then expect to go to the front of the queue and by patients querying where their prescription is in the system.

### So PLEASE

**Order in good time. YOU MUST ALLOW US TWO WORKING DAYS** before you collect your prescription from Rowcroft Medical Centre.

If you are collecting from your Pharmacy then **YOU MUST ALLOW A FURTHER WORKING DAY** before you visit your Pharmacy.

**Please don't call us to check on the progress of your order.**

**With your help we can make the system run more smoothly for everyone.**

**Thank you**

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### URINE SAMPLES

If you are bringing a urine sample to the surgery for testing please bring by midday  
Thank you

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### Private Travel Clinic Advice

You may find it more convenient to consider seeking advice from a Private Travel Clinic and we can recommend those listed below

#### **The Cheltenham Travel Clinic**

11 Royal Crescent, Cheltenham, GL50 3DA - Tel: 01242 580248  
<http://www.cheltenhamtravelclinic.co.uk/contact.html>

#### **Nomad Travel Clinic,**

Bath & Bristol

<http://www.nomadtravel.co.uk>

01341 555061

#### **Pavilion Surgery Gloucester**

(open to anyone)

Travel Clinic is on Tuesday afternoons and evenings from 15:00 to 19:30 at Pavilion Surgery, 153a Stroud Road, Gloucester, GL1 5JJ. Please phone 01452 876150 to book an appointment.

*If you plan to use a Private Travel Clinic they will need to know your vaccination history. If you don't have online access to your medical record please bring photo ID and proof of residency to reception and we can arrange this for you*

**Please note that Rowcroft is no longer a Yellow Fever Vaccination Centre**

#### **Local Yellow Fever Centres**

Leckhampton Surgery - 0844 477 2432

Boots Cheltenham High Street - 01242 527084

Working Well@GRH open to the public - 01452 2894480

