

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



Please Note

There is a hearing loop available at the right hand reception desk workstation.

ROWCROFT MEDICAL CENTRE

<http://www.rowcroftmc.nhs.uk>

NEWSLETTER

Building work - July 2016

We are developing a basement area at Rowcroft to provide extra consulting rooms. This work will commence shortly and may cause some noise and disruption. There will be builders vehicles and skips in the car park, so parking may be a bit more difficult than usual and we would suggest that you allow more time before your appointment, or park elsewhere. Can we remind you to remove your car from the car park as soon as possible.

**Please don't leave your car at Rowcroft
to shop in Stroud.**

We hope that the project will go smoothly and improve the services we offer and we apologise for any inconvenience caused.

Get Involved

The Patient Participation Group (PPG) consists of patients at a surgery who have an interest in the services provided. Patient Participation Groups cross barriers, embrace diversity and work in partnership with the surgery to improve common understanding and help identify new services to meet patients' needs.

- Do you have something to say but don't have the time to attend meetings?
- Do you have ideas to improve your local practice?

If so, join your PPG forum today

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

Staff Training

Rowcroft Medical Centre closes one afternoon a month for staff training

Our next training afternoon is on:

Tuesday 19th July

We will close between 1.00 & 4.30

Thanks for your patience



NHS HEALTH CHECKS

NHS HEALTH CHECKS ARE BEING OFFERED TO PEOPLE AGED BETWEEN 40 & 74 ONCE EVERY FIVE YEARS.

THE CHECK IS TO ASSESS YOUR FUTURE RISK OF DEVELOPING HEART DISEASE, STROKE, KIDNEY DISEASE, OR DIABETES. IF THERE ARE ANY WARNING SIGNS THEN TOGETHER WE CAN DO SOMETHING ABOUT IT.

BY TAKING EARLY ACTION YOU CAN IMPROVE YOUR HEALTH AND PREVENT THE ONSET OF THESE CONDITIONS.

THE CHECK SHOULD TAKE ABOUT 10 MINUTES AND IS BASED ON STRAIGHT FORWARD QUESTIONS AND MEASUREMENTS SUCH AS AGE, SEX, FAMILY HISTORY, HEIGHT, WEIGHT AND BLOOD PRESSURE. A SIMPLE BLOOD TEST TO MEASURE YOUR CHOLESTEROL AND BLOOD SUGARS MAY ALSO BE APPROPRIATE.

FOLLOWING THE CHECK YOU WILL RECEIVE FREE PERSONALISED ADVICE ABOUT WHAT YOU CAN DO TO STAY HEALTHY.

IF YOU WOULD LIKE TO TAKE ADVANTAGE OF THIS CHECK PLEASE DON'T WAIT TO BE INVITED. CONTACT THE RECEPTIONIST AND MAKE AN APPOINTMENT TO SEE OUR HEALTH CARE ASSISTANT.

PLEASE NOTE THE NHS HEALTH CHECK IS ONLY APPROPRIATE FOR PATIENTS WHO HAVE NOT PREVIOUSLY BEEN DIAGNOSED WITH DIABETES, STROKE, HEART OR KIDNEY DISEASE.