

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.

November 16

ROWCROFT MEDICAL CENTRE

www.rowcroftmc.nhs.uk

NEWSLETTER

Staff Training

*Rowcroft Medical Centre closes one afternoon
a month for staff training
Our next training afternoon is on:
Thursday 17th November*

*We will close between 1.00 & 4.30
Thanks for your patience*



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

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.

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 public - 01452 2894480

