

## 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

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

October 16

## ROWCROFT MEDICAL CENTRE

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

## NEWSLETTER

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### Staff Training

*Rowcroft Medical Centre closes one afternoon  
a month for staff training  
Our next training afternoon is on:  
Thursday 20<sup>th</sup> October*

*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

### Gluten Free products

#### Information for patients who order gluten free food by prescription

After careful consideration, the CCG's Governing Body has reached a decision to stop offering gluten-free foods on prescription. This change will come into effect from 30 November 2016.

The practice will therefore no longer prescribe gluten free products after this date.

## THE CAR PARK

CAN WE PLEASE REMIND YOU THAT THE CAR PARK IS FOR THE USE OF PATIENTS VISITING ROWCROFT MEDICAL CENTRE OR LLOYDS PHARMACY.

PLEASE REMOVE YOUR CAR AS SOON AS POSSIBLE AND ON NO ACCOUNT LEAVE YOUR CAR WHILE YOU SHOP IN STROUD.

YOU SHOULD NOT USE SPACES ALLOCATED FOR DOCTORS OR NURSES. IT IS IMPERATIVE THAT THEY CAN PARK EASILY, AND DISABLED SPACES ARE FOR PATIENTS DISPLAYING A BLUE BADGE.

THE CAR PARK IS BUSY BUT ADEQUATE IF USED SENSIBLY AND WITH CONSIDERATION FOR OTHERS BUT SOMETIMES IT ISN'T BEING USED SENSIBLY SO WE WILL BE PATROLLING OVER THE NEXT FEW WEEKS TO DISCOURAGE PERSISTENT OFFENDERS. REGISTRATION NUMBERS ARE BEING COLLECTED AND THOSE THAT CONTINUE TO IGNORE WARNINGS DO RISK HAVING THEIR CARS TOWED AWAY AND PLEASE NOTE THAT THE GATES ARE CLOSED OVER THE WEEKEND AFTER THE PHARMACY CLOSURES FOR BUSINESS. *THANK YOU FOR YOUR HELP*

### *Seasonal Influenza Clinics*

*We have a Saturday clinic arranged for 29<sup>th</sup> October. Please contact reception to make an appointment or just drop in on the day between 9.00 and 10.00. If Saturdays aren't convenient please contact reception*