

## 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.

September 16

## ROWCROFT MEDICAL CENTRE

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

## NEWSLETTER

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### Building work

We are developing a basement area at Rowcroft to provide extra consulting rooms. This work is well on the way to completion and we hope to be using the new facilities by the end of September.

For the next few weeks there will be builders vehicles and more deliveries than usual, so parking may be a bit more difficult and we would suggest that you allow more time before your appointment, or park elsewhere.



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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### Staff Training

*Rowcroft Medical Centre closes one afternoon a month for staff training*

*Our next training afternoon is on:  
Wednesday 21<sup>st</sup> September  
We will close between 1.00 & 4.30  
Thanks for your patience*

## 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.

DISABLED SPACES ARE FOR PATIENTS DISPLAYING A BLUE BADGE.

THE CAR PARK IS BUSY BUT ADEQUATE IF USED SENSIBLY AND WITH CONSIDERATION FOR OTHERS.

WE WILL BE PATROLLING THE CAR PARK OVER THE NEXT FEW WEEKS TO DISCOURAGE PERSISTENT OFFENDERS. THOSE THAT CONTINUE TO IGNORE WARNINGS DO RISK HAVING THEIR CARS TOWED AWAY.

THANK YOU FOR YOUR HELP

**Flu Clinics start shortly**

**Watch this space for more information.**