

# 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



We have a new website. [www.rowcroftmc.nhs.uk](http://www.rowcroftmc.nhs.uk)

Please make sure your browser is taking you to the new website

## Online Services

**Please register at reception to access your medical records online.**

**This is the easiest way to book appointments, order medication and check results**

**Just provide photo ID and proof of address**

**We will do the rest**

March 17

## ROWCROFT MEDICAL CENTRE

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

### NEWS

#### **A message from Dr MacCallum to all the patients at Rowcroft Medical Centre**

Dear all,

Thank you so much for all your kind words and sentiments expressed on my retirement card and also for the generous contributions to my leaving present. I have been over-whelmed by your kindness and generosity

I suspect that those of you who know me well are aware that I will miss working at Rowcroft terribly. I have been a fortunate man indeed to have worked with such a great professional team here at the Surgery - they are all stars. I have been equally fortunate to have served such an interesting and indeed tolerant community both at Stroud Hospital and Rowcroft.

I had a fantastic send off from all my Practice colleagues on Friday night where wine was taken! They also arranged for me to be piped through Stroud after my last surgery on 28.2.17. Surprisingly, having marched through Stroud to the skirl of the pipes, we finished in the pub, but for a Scot it was such a moving experience.

I have been so lucky to have served this community for so long. Thank you again.

Yours aye

*Thornton MacCallum (Dr Mac)*



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## 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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### Blood Pressure

**If you are due a BP check please use the machine in the waiting room. It's quick and easy to use. Pass the result to reception.**

**If in doubt please ask the receptionist for help**

### 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 public - 01452 2894480

