

## 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



### 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 our receptionist with photo ID and proof of address  
We will do the rest

Nov 17

ROWCROFT MEDICAL CENTRE

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

Fax: 01453 755247

Tel: 01453 764471

## NEWS

### Parking at Rowcroft

**Please note that in December we will introduce parking management.**  
We hope that this will improve patient access to the car park

**Parking during surgery hours will be strictly for patients visiting Rowcroft Medical Centre or Lloyds Pharmacy.**

**Legitimate visitors will have 60 minutes free parking.**  
**If for any reason you will be here longer than 60 minutes that day, you must go to the reception desk or to Lloyds Pharmacy who will extend your parking allowance.**

**Parking when Rowcroft Medical Centre and Lloyds Pharmacy are closed will be Phone and Pay.**

Thank you



Like us on Facebook



### **Patient Participation Group**

Did you know that every GP Surgery is now required to have a PPG?

The Patient Participation Group (PPG) is a group 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.

Every registered patient at Rowcroft is a member of our Patient Participation Group, but if you are interested in getting more involved please contact the Practice Manager, or if you have something to say or ideas to share but you don't have time to attend meetings, please consider joining our PPG forum. It's completely free to use.

Check out the PPG forum today! <http://www.myppg.co.uk>

### **Christmas & New Year**

opening times

We are closed on

**Monday 25th and Tuesday 26th December  
&  
Monday 1st January 2018**

Otherwise normal surgery hours apply

IN THE EVENT OF AN EMERGENCY  
WHEN THE SURGERY IS CLOSED  
PLEASE CALL

**111**

Please make your repeat prescription requests in good time

