

# Whitefield Health Care Newsletter

## Telephone System

### Points of Interest

- Our new telephone system is coming soon
- Susan has retired!
- Electronic Prescribing has arrived—have you signed up yet?
- Several new members of staff have joined us
- The holiday season is fast approaching—have you booked your vaccines?

After listening to our patients and following many lengthy discussions we are changing our telephone system to enable us to provide a better service to you. Starting in May we will be able to have more Clinical Support Workers answering the telephone at any one time. They will now ask some basic questions to help them signpost you to the most appropriate clinician for your needs whether that is our Clinical Pharmacist, Nurse, GP or Health Care Assistant. Please support them with this as it

really does help us to provide you with a good service.

Jackie will no longer be answering the phone, any patient needing triage will be called back by Jackie in her usual triage times.

Our receptionist/administration staff will now be known as ‘Clinical Support Workers’ They are able to ask you important questions so that they can signpost you to the correct health professional when you request an appointment.



Please try to avoid first thing in the morning when telephoning the practice as this is our busiest time

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## Susans’ Retirement

As many of you already aware Susan retired from Whitefield in March after 18 years of loyal service.

We enjoyed a celebration at Shimla Spice in Burnley and held a buffet here at the

practice for both staff and friends.

On behalf of all our staff and patients we would like to wish her the very best of luck in her retirement and know that she will be missed.



## Electronic Prescribing Service

Early this year we ‘switched on’ the electronic prescribing service allowing patients to have their prescriptions sent electronically to the pharmacy of their choice.

The service makes preparation of the prescription easier as there is nothing to print out in surgery and once it has been authorised by the GP it is sent straight to the pharmacy, eliminating the

need to come back to surgery to collect it.

If you would like to take advantage of the service please call into either the surgery or your chosen pharmacy and advise that you would like to use the service and it can easily be arranged for you.

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*“How useful to have a pharmacist within the surgery. I can get medication for my minor conditions without taking a doctor’s appointment”*

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Joanne Edmunds joined in November last year. She is the Office Manager responsible for the day to day running of the surgery. She had previously worked for many years at Reedyford Health Care.

Anita Steele joined in February this year. She has full responsibility for all secretarial duties.

Tasneem Ashiq joined in March this year and is a Clinical Support Worker.

Khatija Jabeen joined in April this year and is our Clinical Pharmacist. This is an exciting new role where she will deal with medication changes, queries and reviews. She will also be holding minor ailment clinics where she will see patients with

ailments such as:

- ◆ coughs and colds
- ◆ stomach complaints
- ◆ foot problems
- ◆ mouth problems
- ◆ allergies and hayfever
- ◆ skin problems



## New Staff Members

## Patient Group

The next meeting of the Patient Participation Group is in June.

If you would like to join our group please provide your contact details to reception.

We hold regular quarterly meetings here at the surgery and your views and

comments are most welcome.

If you would like to contribute but are unable to attend meetings please provide your email address to reception and join our virtual Patient Group instead



## Confidentiality

Whilst we appreciate that some patients would prefer family members to deal with us on their behalf, particularly if English is not their first language, we cannot discuss results,

appointments or consultations without their prior consent.

If you would like someone other than yourself to obtain information of any kind from us please provide this to us in writing so that we can add this to your record.