

Online Services

By signing up to Patient Online you can order repeat item prescriptions, book appointments to access this service you will need to complete a form which can be downloaded from our website www.hartlandwaysurgery.co.uk or picked up from Reception.

Detailed Coded Records

Patients can now access their detailed coded medical records. You will need to complete a form which is available at reception or via our website as well as providing two forms of identification. Please ask at Reception for a leaflet which gives more information and details. New Patients should note that we are unable to grant access until your records have arrived from your previous GP and have been summarised and signed off as accessible by your registered GP.



Travel Vaccinations

Those of you lucky people who are off to far away places; remember to fill in your travel form and hand it in at reception. Our Practice Nurse, Jill will then check what you need so that you can go on your holidays knowing you are fully covered. Don't forget you need to call us to get the

CQC Inspection Report

Having recently undergone a rigorous inspection by the Care Quality Commission (CQC), we are very proud to announce that we were considered GOOD in all areas and OUTSTANDING in one. The report will be published shortly on both their and our website.

Prescriptions

We offer an Electronic Prescription Service. Your prescriptions can now be sent direct to a pharmacy of your choice. Please speak either to Reception or to your preferred pharmacy to sign up.

IT'S YOUR CHANCE TO HAVE YOUR SAY

Friends & Family Test

Are you happy with the service we provide? Would you recommend us to your friends and family? We hope so. The questionnaire cards are in the waiting room, please complete one and pop it in the box. If you feel we could do something better, please ask to speak to the Practice Manager, Mrs Susie Prior.

Extended Hours

We now offer extended hours on Monday, Tuesday, Wednesday & Thursday evenings for appointments with the GP and on Monday and Tuesday with the Nurse. This means that each week we offer over 270 appointments. However, on average, have around **20 'Did Not Attend'**, so if you cannot keep your appointment please inform us in order that it can be released for someone else.

Patient Participation Group (PPG)

If you would like to get more involved perhaps you would consider becoming a member of our Patient Participation Group. This group meet along with the Partners to discuss surgery matters and how the relate and reflect on the care provided to patients and is actively looking for new members. If you are interested please inform either Reception or the Practice Manager so that a member of the Group can contact you with more information.

Mobile Numbers & Email Addresses

Please ensure that the surgery holds up to date contact information for you and members of your family so that we can get in touch and you can receive reminders of appointments. You will also need an email address to sign up for

Website

Our website www.hartlandwaysurgery.co.uk has lots of general information and useful forms, you can also download our Practice Leaflet.

Community Notice Board

This is located in our lobby and has lots of useful information relating to local support groups and organisations. If you want us to put up a notice for your group please hand it in at Reception, we try to put as many up as

Medication Review Appointments

We are very lucky to have an experienced pharmacist as one of our Partners. If you are confused about your prescriptions or would like a review of your medication, please make an appointment to see Mrs Rena Amin.

General Information

Prescriptions - Requests can be made either online, in person, or via a pharmacy. Please note that in order to avoid errors we do not accept requests over the phone. Please allow 48 hours for your request to be processed.

Appointments - These can be made either over the telephone, online or in person. On the day appointments are made available at 8.00 am and at 4.30pm each day.



About Us

Partners

Dr Alan Gardiner/Dr Anna Ingram/Mrs Rena Amin

Salaried GPs

Dr Matt Castleden/Dr Asra Ziaulla

Practice Nurse

Jill Salvidge

Practice Manager

Susie Prior

Secretaries/Administrators

Irene/Helen/Caron

Receptionists

Leigh/Clare/Lyndsey/Barbara/Angie/Angela