

This is the Summer newsletter. More information about the Practice is available on our website www.ridgacremedicalcentres.com.

You can download an electronic copy of this newsletter from the website. Alternatively if you inform Reception of your details, we can e-mail you a copy.

Services provided

We offer a comprehensive range of services that include:

- Asthma clinic
- Anticoagulation clinic
- Antenatal and post natal care
- Cervical smears
- Child health surveillance
- Contraception services
- Diabetic clinic
- Drug support
- Emergency contraception
- Family planning
- Heart disease clinics
- Holiday vaccinations and Advice.
- Minor surgery
- New patient checks
- Rheumatology monitoring
- Smoking cessation clinics
- Stroke clinic
- Sexual health

If you would like any more information regarding these services please do not hesitate to contact reception for further details.

Extended Access– Available at Oaks Medical Centre

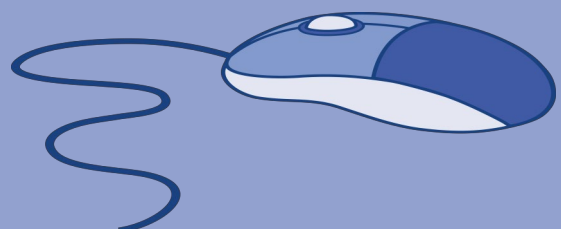
Evening and weekend appointments have been available from September 2018. Appointments must be booked in advance through your own GP practice and are available with a range of clinicians including GPs, nurses and health care assistants. If you would like to book an appointment during the weekend or evening please contact Reception who will be happy to arrange this for you. We also offer extended access appointments on Tuesday evenings at the practice. These appointments can be pre booked .

Online Access

Did you know you can now book appointments online and order prescriptions.

Appointments are automatically released every day at 8:15 am.

Please contact reception to obtain your username and password. Your account will be suspended if you don't not use it on a regular basis.



NHS 111

NHS 111 is a telephone number you can call when you need medical advice or treatment quickly and you cannot wait for an appointment with your doctor.

You can call NHS 111 24 hours a day, 7 days a week, 365 days per year and it is free to call from landlines and mobile phones.

If you need **emergency** medical treatment, you must call **999**.



**when it's less
urgent than 999**



New Staff

The surgery would like to welcome our new staff to the practice:

Charlene Jones – Receptionist

Patient Participation Group

If you are interested in joining the group please ask reception for details on how to get involved. The Patient Participation Group meet every 8 weeks. They work together with the practice to help promote new ideas and services.

We would be interested in hearing what you would like in future newsletters. Please fill in a comment card or e-mail In-fo.ridgacrehousesbpct@nhs.net.

CQC - WE ARE OUTSTANDING

CQC (the Care Quality Commission) is an independent regulator of health and adult social care in England.

The care Quality Commission makes sure health and social service providers such as GP's, Hospitals and Dentists provide people with safe, effective, compassionate and high-quality care. The Nechells Practice was inspected by CQC on 20th March 2019. We are delighted to announce that we have been rated as OUTSTANDING for the second time. Our team work provide quality service for our patients, and are very proud of this achievement.

Patients and the public are able to read the full report on the CQC website www.cqc.org.uk.

Patient Survey

We recently conducted a patient satisfaction survey if you would like to view the results they are available on our website www.ridgacremedicalcentres.com