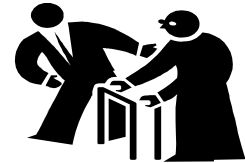




We officially welcome Dr Maggie Paterson to our Practice. Dr Paterson has worked with us a locum covering Dr Taylors maternity leave since October but joins us now as a permanent member of the team. Dr Paterson has a specialist interest in Minor Operations.

## Online Prescriptions

Following the introduction of our new updated Website, patients are now able to order prescriptions online via a secure link from the surgery's website. The process is simple, just log on to [www.imperialroadgroupsurgery.co.uk](http://www.imperialroadgroupsurgery.co.uk) click on the Prescriptions link and follow the prompts. Your prescription will be ready to collect in 2 working days.



## Do you care for someone?

A carer takes responsibility for a relative, friend or loved one who is unable to care for themselves independently in the community.

Caring for another person can be extremely rewarding but also very demanding.

For more information why not pick up a Carers Information pack from Reception.

## New appointment system

As mentioned in our last Newsletter; April saw the implementation of a new and improved appointments system allowing patients to pre-book appointments and still be able to book on the day too.

Whilst the changes are an improvement to our system and prevents the mad rush at 8am.

We have still had a number of patients not attending for appointments, mainly pre-booked!

**In May, 36 patients DNA their appointment with the doctor. 29 of these appointments were pre-booked.**

If you cannot attend your appointment please telephone

and cancel as the appointment can be offered to another patient.

Patients who Do not attend their appointment will receive a letter from the practice.



**Are you interested in finding out more about Imperial Road Surgery?**

**Would you like to influence the development of local health services?**

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The Surgery is keen to set up a Patient Participation Group, so why not come along to discuss your ideas and hear about planned changes.

**The meeting will take place in the Community Suite at the surgery (entrance situated off the car park)**

**A time and date will be arranged once a number of people have expressed an interest but we anticipate that this will be towards the end of July.**

If you would like to come along to the meeting, or if you have any queries about the Patient Participation Group, then please contact Dawn Davis (Practice Manager) on 01629 593240 or email [dawn.davis@nhs.net](mailto:dawn.davis@nhs.net)

Your presence would be greatly appreciated however if you cannot attend a meeting, please feel free to email any suggestions or concerns.

The first meeting will be attended by PALS (Patient Advisory and Liaison Service)