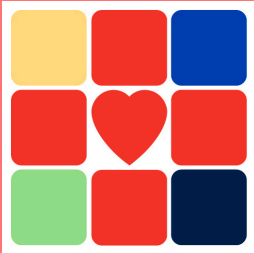


Charnock Health Newsletter



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Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.

Patient participation

A big thank you to everybody who took the time to send us their comments in our recent email patient survey.

We asked you to give us your views on how we are doing in providing care at Charnock Health, both in those areas where we are doing well and also those where we are not doing quite so well. We then used your comments, both good and bad to make a list of things for us to look at in more detail and here they are in order of importance.

Doctors and Nurses care and concern for patients
Telephone triage service and appointments
Opening hours, staff attitudes and repeat prescriptions
Waiting times in surgery and standard of premises

Using these points as a guide we have developed a questionnaire which is available on our website and online. If you haven't already completed one please do so. We hope to bring you the results in our next newsletter.

Congratulations!

We are delighted to be able to tell you that the team at Charnock Health have come overall top in the ratings for flu vaccination in Sheffield. In our annual winter flu campaign we were the only practice in Sheffield to reach the national target in all four categories. Thank you to everybody who worked so hard to make it a success and a special mention to Richard, our systems manager for his hard work in setting up all the flu clinics.

Congratulations also to Karen, our healthcare assistant for making our Quit Smoking Clinic one of the most successful in the whole of Sheffield. We were named as having one of the four highest success rates in Sheffield. Just ask at reception if you want to ask Karen to help you with your plans to stop smoking.



Important!

***Please let us know
as soon as possible
if you do not wish
to have your
information
uploaded***

Summary Care Record

As part of the NHS computerisation program our practice is shortly to be involved in uploading information to the NHS computer system operated by the Department of Health. This is called the Summary Care Record.

We are currently preparing to send information about the medicines you are being prescribed and any drug allergies or sensitivities you may have. The Department of Health have assumed that you are happy for this to happen unless you specifically tell your doctor in writing that you do not agree to this.

More information about the Summary Care Record and opting out can be found on our website at www.charnockhealth.nhs.uk under 'Further Information'.

