

Patients Reference Group

If you are interested in joining the group please ask at the reception to speak to Sue Hill or Ann Neville or email darwin.healthcare@nhs.net

The latest information on our group is on our website www.darwenhealthcare.co.uk and the noticeboard in reception.

We are looking for some representation from the following patient groups:

Parents of young children, carers, over 75s, 17-30 age group and patients who may have COPD, Asthma or Diabetes.

Meetings are held bi-monthly on Mondays 5.30pm - 7.00pm. The next meeting is being held on Monday 16th March 2015.

Staff achievements

The practice would like to congratulate the following staff on their recent achievements:

Debbie Taylor, Sarah Whittle and Tracey Davey (medical receptionists)

They've recently passed the first part of their AMSPAR (Association of Medical Secretaries, Practice Managers, Administrators and Receptionists) exam.

Patient Access available from Monday 16th March

Medical records

The practice plans to offer patients facilities to view online, immunisations, medications, allergies and adverse reactions.

Online Booking of Appointments and Ordering Medications

If you wish to take advantage of the online services such as booking appointments online or ordering your medications online, please collect an application form from our reception or alternatively download one from our website: www.darwenhealthcare.co.uk . Please note that the data you use has to match the data we have on record for you.

Once registered with the Patient Access website, you are able to check and update your contact details online.

Extended Hours Appointments

The practice offers appointments within extended hours on Monday 6.30am – 8.00pm. These appointments are primarily aimed at people who work or if you have difficulty attending in our core hours (8am – 6.30pm). Please ask reception if you require any further details.

These Extended Opening Hours are for pre-booked appointments only and are operated by a GP, Nurse Practitioner, Practice Nurse and a Health Care Assistant.

Patient Contact Details

Please remember to inform us if you change your phone number, address or email address.
PLEASE MAKE SURE WE HAVE AN UP TO DATE MOBILE NUMBER FOR OUR TEXT MESSAGING SERVICE.

Darwen Healthcare Newsletter

Comments from
Ann Neville, Practice Manager



Welcome to our newly appointed Practice Staff.

Clinical Staff

Practice Nurse, Laura Farrand commenced in post on 5 January 2015 and Debbie Oliver, Advanced Nurse Practitioner, commenced in post on 2 February 2015.

Non-Clinical Staff all commenced in post in December

Medical Receptionists Julie Hammer and Louise Allen.

Nursing Admin Co-ordinator Sarah Crabtree.

Note summariser Philip Cribb.

Missed Appointments

If you are unable to attend an appointment PLEASE CANCEL IT. We have a policy regarding non-attendance of appointments. You risk being removed from our practice list if you repeatedly miss appointments.

Regrettably, during the months of December, January and February a number of patients did not attend their GP appointments and failed to cancel their appointment which denied some of our patients the opportunity of seeing one of our doctors:

December: 76 patients did not attend appointments to see their named GP

January: 85 patients did not attend appointments to see their named GP

February: 86 patients did not attend appointments to see their named GP

Friends and Family Test

You may have heard about the Friends and Family Test which was rolled out to GP Practices on 1 December last year. The test is to provide an opportunity for all patients who use our practice to give anonymous feedback on the following questions:

“We would like to think about your recent experiences of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

We have paper questionnaires in the waiting room/reception, you have the option of completing the questionnaire from our website and we will also have the option of using a text messaging service to obtain this valuable feedback.