

# NEWSLETTER

APRIL 08, 2020

## EASTER

Happy Easter to you all! We are very grateful for all the chocolate that had been brought in for staff. We hope that you all had a good and safe Easter bank holiday weekend.

## NEW GP PARTNERS

We are delighted to announce that Dr Uwaifo and Dr Molana have joined Dr Thomason as Partners in the Junction Alkrington Surgery.

We have all felt the positive difference from having both Dr Uwaifo and Dr Molana officially part of the team the last few months, and we know that this next step will only increase this.

We are looking forward to this new season in the Junction Alkrington Surgery, and are excited to welcome Dr Uwaifo and Dr Molana as Partners.

## DR MARTIN'S RETIREMENT

Some of you may already be aware of this, but Dr Martin has now made the decision to retire. She has played a significant part in surgery life for over 30 years and we wish her all the best in her retirement.

## CORONAVIRUS

The COVID-19 vaccination programmes continue, carried out by our local GP federation, Rochdale Health Alliance (RHA). They continue to work their way through the eligible groups and were last sent those patients. Please do not contact the surgery to ask when you will be invited, we do not know.

Most of our staff have now had both of their vaccinations, and the surgery will continue to be a COVID secure building.

We are very grateful to all those patients that have adapted and followed the guidance as best they can. We understand that it may often be difficult to keep up, and appreciate that you may not enjoy wearing masks, but want you to know we are grateful to all of you that have tried to stick with it.

## PATCHS

We are in the process of implanting a web based triage system called PATCHS. This system will allow patients to log appointment requests, clinical queries, or medication requests, at any time of day. They can then be easily read and responded to by one of our GPs or admin staff. Once the system is live, you will see a link on our website and reception staff will start to mention it during phone calls.

A demo can be seen here:

<https://www.youtube.com/watch?v=rvqtjUWhDRw>

## TELEPHONY

We are currently having problems with our telephony and a possible issue with calls from Vodafone and O2 networks is being investigated. Issues appear to be intermittent (if you keep trying you will get through eventually). A support call has been logged with our IT department and with Virgin Media Broadband.

You may also have noticed that the telephony options have changed. Now both of our receptions are grouped together on options 2. It was decided that this would be more efficient as almost all the queries that come through can be dealt with at both sites. Alongside this option 1 is now the dedicated line for medication requests and results.