



One Life
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NEWSLETTER

November 2015

Care Quality Commission Inspection

Our inspection took place in July and we have now received our report.

We are very pleased to advise that The Practice was rated as 'GOOD' in all categories.

The full report can be viewed by clicking the link on the Home Page of our website www.parksurgery.co.uk or via the CQC website www.cqc.org.uk where reports for all inspected Practices can be found.

Hard copies are available on request.

Thank you to all those patients who answered questions during the course of the inspection.

South Tees Access & Response Scheme (STAR)

General Practices in the South Tees area submitted a successful bid to the Prime Minister's Challenge Fund and secured funding to extend GP services in the area.

The scheme runs from 6:30pm – 9:30pm Monday – Friday and 8:00am – 8:00pm on Saturdays, Sundays & Bank Holidays.

If you need to see a GP during these times, access is via the normal 'Out of Hours' number - **111**.

When you access the service you will either be assisted over the phone or directed to a local surgery.

This service is in addition to all other Primary Care services and initial funding lasts until April 2016.

On-line Booking

We continue to promote our 'On-line' booking service and as demand rises we will release more appointment available for on-line booking.

This will reduce the number of calls received at 8:00am each morning and so make contact quicker for those who do use the phone to book appointments.

To register for this service you need to bring photographic identification into the surgery and our staff will provide you with your own personal password to access the system.

Christmas Opening Times:

Christmas Eve	Thursday 24 th December	Open as normal
Christmas Day	Friday 25 th December	Closed
	Saturday 26 th December	Closed
	Sunday 27 th December	Closed
Boxing Day	Monday 28 th December	Closed
	Tuesday 29 th – Thursday 31 st	Open as Normal
New Years Day	Friday 1 st January	Closed

If you need medical help or advice when we are closed **Dial 111**. In the event of severe chest pain, shortness of breath, or any other life threatening problem Dial 999.

If you require on-going medication, please ensure you have sufficient to cover the holiday period and re-order in good time.

Comments

As usual, we always welcome comments and suggestions as to how we can constantly improve our services. Please feel free to let us know.

-----(*name – optional*)