



# Gloucester Health Access Centre and Branches

Summer 2017

Issue 6

## In This Issue

- Top tips
- Community Frailty Nurse
- Remember!
- Annual Reviews
- Staff News
- Newsletter requests

## Top tips to get the most out of your appointment

### **Is your issue urgent? Do you need to see a specific GP?**

Is it important you are seen quickly or would you rather wait for an appointment with a particular GP? If you have a long-term illness would you benefit from seeing a GP who knows your history personally?

### **Take notes to help you**

Before you see your GP, be clear in your own mind what you want to say. Make a note of your symptoms, worries and any questions that you would like to ask.

### **Many problems? See if you can book a double appointment**

If you have a number of issues that you would like to discuss with your GP, see whether it is possible to book a double appointment to give you more time to talk them through.

### **Discuss important things first and stick to the point**

Make sure you tell the doctor about the important things first and try to get to the point. Do not feel you have to justify being there or leave your main concern to the end.

### **Not clear on treatment plan? Ask again**

Make sure you fully understand the next steps before you leave the room. If you don't, then don't be afraid of asking your GP to go through the plan again.

### **Ask who to contact if you have any more questions**

You may think of questions that you would like to ask after your appointment. Find out who you can contact to ask questions, as well as any support groups that can provide reliable information.

### **If you need support, take a relative, carer or friend**

If you feel your situation needs it, take a relative or friend for support. They can help you understand or explain.

### **Could the practice nurse deal with your problem?**

In many cases, a practice nurse could deal with your concern, so consider this as an alternative to making an appointment with a GP. The surgery may also run special clinics such as asthma and diabetes, so make sure you find out.

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## Community Frailty Nurse

We are extremely pleased to welcome our new Frailty Nurse to the area. Leann Huntley will be working with us and two other surgeries to provide support to our more frail patients across Gloucestershire.

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Contact Us:

Eastgate Street

Gloucester

GL1 1PX

T: 01452 336290

F: 01452 304187

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Matson Lane Surgery

Taylor House

4 Matson Lane

Matson

GL4 6DX

T: 01452 505344

F: 01452 539052

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W: [www.ghac.co.uk](http://www.ghac.co.uk)

## Remember!

● Don't forget to use our Online Services! We have a wide variety of online services we would encourage you to use. These include:

- Ordering repeat prescriptions
- Booking an appointment
- Cancelling an appointment
- Letting us know if your name or contact details have changed
- Updating your clinical record
- Taking our patient survey
- Signing up for our practice newsletter

● Unsure where to turn to? Use [www.asapglos.nhs.uk](http://www.asapglos.nhs.uk) to 'Search by Service' or 'Search by Condition' – providing a step by step guide through symptoms, self-care and signposting to the appropriate NHS service in Gloucestershire.

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## Annual Reviews

Some patients may be receiving letters and/or text messages inviting them in for a review of their long term condition. If you do receive an invitation, it is really important you contact us to make an appointment so we can review your condition and ensure you are receiving the best treatment possible. For more information, please do not hesitate to contact the surgery.

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## New look Newsletter

Tell us what you would like to read about! Our newsletter will be published every quarter with news relating to our surgery at both Gloucester Health Access Centre and Matson Lane Surgery. We would welcome feedback on the content of the newsletter and also the Latest News section of our website so tell us what you like and what information you would like more of!

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## Staff News

● We would like to welcome our two new Receptionists at GHAC. Amreen Qureshi and Sarah Clark both started with us in May.

● Our receptionist Anna has had her beautiful baby girl! Congratulations to Anna and her family.

● Our Senior Receptionist Hannah is leaving us in July to have her baby boy! We wish her lots of luck and can't wait to hear the good news of his arrival.

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