

# Patient Participation Group

***Are you interested in having your say about how your surgery provides patient services?***

***Get involved and attend our next meeting!***

**Have your Say!**

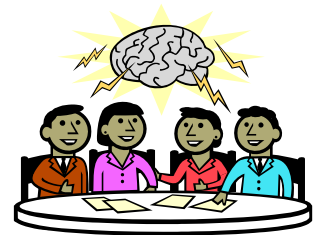


**Ask at Reception for more information.**

The patient participation group meet every few months to discuss the services offered by the practice, and help us to improve them based on feedback from patients via questionnaires and the outcomes of these group discussions.

We are constantly looking at different ways to improve the patient experience and this forum gives you the opportunity to have your say and see your own ideas implemented in the practice.

Why not come along and find out more? The group meet two to three times a year and your commitment is purely on a voluntary basis, give as little or as much time as you wish!



## Patient Satisfaction Survey

We are asking patients to fill in a patient satisfaction survey and the results and feedback will be assessed to see how we can improve your healthcare. The more feedback we receive, the more we can ensure that we are meeting the needs of patients.

You can visit our website at [www.gfmc.org.uk](http://www.gfmc.org.uk) to complete the questionnaire or ask for a form at reception.

Thank you for your help!



Say  
Hello!



We are pleased to announce that we will have a new phlebotomist at the surgery soon. Lucy will have clinics four mornings per week and we hope that you will join us in welcoming her to the practice.



## Our Staff

### Dr Maggie Crowe

Dr Crowe makes a welcome return to Grange Farm MC on a part time and temporary basis to assist the GPs and provide appointments for patients.

**Nurse Natasha** will also be doing an additional clinic on a Monday morning to enable us to accommodate the increase in patient numbers.

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## Late Wednesday Opening to Stop

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It is with regret that GFMC will stop opening late on Wednesday evenings In January 2017, this is due to operational changes within the practice.

We are looking at alternative ways of providing additional appointments for patients and will be offering late appointments until 6.30pm on Wednesday evenings with Dr Hollis and Tuesday Evenings with Dr Tyrrell.



### Automated Telephone System

available 24/7

book, cancel or check your appointment

Telephone: **973 8828**



# The Baby Clinic

**Every Wednesday  
between  
1pm to 3pm**

Join our health visitors in a warm and friendly environment. The clinic is free for you to attend, you can have your baby weighed and ask any

questions you may have for the health visitor.



There is no appointment necessary for this clinic, just turn up no later than

20 minutes before the end, obtain a numbered ticket from reception and wait your turn, you will be seen on a first come first served basis.

Post-natal check ups, immunisations, 8 week baby checks and family planning advice are all available by appointment.



## YMCA Gym Promotion

Did you know that Tara, our healthcare assistant can refer you to the **YMCA** Gym for a **twelve week free gym** membership? This is part of the **Healthy Change** Programme and anyone can sign up to this scheme.

Or pop in and see **Carol from the YMCA** who is here on a Tuesday from 2-3pm to talk about the benefits of exercise and going to the gym.

Tara also has a free weigh-in class on a Friday and offers support and advice on healthy living/eating, exercise and weight-loss.

The class runs every Friday, you don't need an appointment, just turn up between 9 and 10 in the morning.

### Time to Get Walking

The **YMCA** are also piloting a new **Walking Class** from **GFMC** commencing Friday 18<sup>th</sup> November at 9.30am, anyone can take part! The group will leave GFMC and do a designated walk around Bilborough for approximately 45mins.



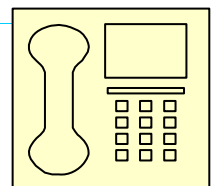
This is a gentle walk to suit people of all ages and abilities.

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## Our Contact Details:

**Grange Farm Medical Centre,  
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Nottingham . NG8 4HQ**

**Tel: 0115 8965 002  
[www.gfmc.org.uk](http://www.gfmc.org.uk)  
[ncccg.contact-drhc@nhs.net](mailto:ncccg.contact-drhc@nhs.net)**



**Grange Farm Medical Centre is the sister practice to Derby Road Health Centre 336 Derby Road, Lenton, Nottingham. NG7 2DW Tel: 0115 89 65001 [www.drhc.org.uk](http://www.drhc.org.uk) [ncccg.contact-drhc@nhs.net](mailto:ncccg.contact-drhc@nhs.net)**