

# Malpas Surgery

Old Hall Street, Malpas, Cheshire SY14 8PS  
Tel: 01948 860205 Practice Code: N81038

*Partners:* Dr Louise M C Davies  
Dr Richard W S Henney  
Dr Mark R Edney  
Dr Christine L Snowden  
Mrs Lynn Suckley MBA

Dear Patient,

We are pleased to welcome you as a patient of the Malpas Practice and would appreciate you completing the enclosed forms to help us with your registration and until we receive your full records from your previous practice.

We trust you will find the many services we offer will meet with your needs. We take pride in aiming to provide a high standard of care for all our patients, at all times. We provide a number of health promotion clinics and screening services (for example – to detect high blood pressure, diabetes, early cancer of the breast or womb and care of asthma sufferers).

## **NAMED ACCOUNTABLE GP**

We are required under our NHS contract to allocate a named accountable GP to all patients who will be responsible for your overall care. All registered patients at this practice have now been allocated a Named Accountable GP. New patients joining the surgery will be advised of their Accountable Named GP by text message or letter once we have registered you.

Please be aware that you may still see any GP of your choice at the surgery and do not have to see your Named Accountable GP, nor does this mean that you will only be offered appointments with your named GP.

## **MAKING AN APPOINTMENT AT THE PRACTICE**

If you are in one of our long term conditions groups (i.e. you have diabetes, heart disease, stroke, chronic kidney disease, asthma or COPD) you will be recalled for your annual review during the month of your birthday.

If you are housebound or unable to attend the surgery please inform the Receptionist so that alternative arrangements can be made for you.

Otherwise we would like you to make an appointment to see a member of our nursing team for a Well Person Health Check. This will give us the opportunity to check your blood pressure, record information about your lifestyle and confirm details we have about your immunisations and past medical history

PLEASE BRING A SAMPLE OF URINE WITH YOU. A sample bottle is available for your use – please ask at Reception.

## **REPEAT MEDICATION**

Repeat medication can be ordered, giving at least **5** days notice, from our Dispensary. Please either make your request in writing (collection boxes are available outside the front door or dispensary counter), or on line by downloading and using the NHS App on your mobile telephone or joining Patient Access – please see further information on our website, [malpassurgery.co.uk](http://malpassurgery.co.uk).

### **Repeat Medication:**

If you need repeat medication and live within 1 mile of a chemist, you will be issued with a prescription from your chemist. If however, you live more than a mile from a chemist, we are able to dispense your medication for you.

The system for ordering your medication can be done as follows:

- Online: via *Patient Access* on the surgery website [malpassurgery.co.uk](http://malpassurgery.co.uk) (please ask if you would like to sign up to patient access)
- Via the NHS App, which can be downloaded on any smartphone
- Letter (post boxes are at the front door and dispensary counter)
- Patients can also order face-to-face at the desk when we are open, and there is a collection box at Well Pharmacy, Malpas.

Your prescription will be ready for collection from the surgery **within 5 working days** from your order being received – if ordered by 11am. Please ensure you have an adequate supply of your medication in the run up to bank holidays when the surgery is closed. Prescriptions given when you see the Doctor will be dispensed on the same day.

A charge will be made by the dispensing team unless you fall into one of the exemption categories. We accept payment by cash, credit/debit card or cheque.

Prepayment certificates are available for patients on regular medication: please ask for an application form. We request sight of proof of exemption each time you collect your prescription if you do not pay.

**Please bring in a form of photo ID when dropping off your registration forms into the surgery. i.e. photos driving license or passport.**

Organ donation – If you wish to become an organ donor please contact 0300 123 23 23 or visit <http://www.organdonation.nhs.uk/>

Yours faithfully,

**Mrs Lynn Suckley**  
**Practice Manager**