

Dear Patient,

Thank you for choosing our GP surgery. The Elms is a local family practice, which focuses on patient centered care with a high standard of effective, safe and appropriate treatment.

Our clinical team includes GPs; Dr A Ahmad (m), Dr N Hyde (f), Dr A Mashru (f) and Dr S Azad (f). Our GP's are supported clinically by our Practice Nurse and two Health Care Assistants. All patients now have a named GP. This doctor will have overall responsibility for the care and support that our surgery provides. You are however able to see any Doctor you wish. Our aim is to provide routine appointments within a few days, however medically urgent appointments are available every day.

At the time of registration, we invite our new patients to book for various health checks clinics including NHS Health Check, Smoking Cessation Service, Carers Service and Latent TB screening etc. Attending these are important so as to alleviate any health risks which you may face in future.

In view of the long waiting times for Physiotherapy appointments at the hospital, we have found a provider to offer our patients this service in the practice instead. We are fortunate enough to have a Midwife who sees our pregnant ladies at the practice every Monday. Recently we have also started counselling sessions via the Wellbeing Team at the surgery. A weekly Travel clinic is also run by our Practice Nurse. We offer an interpreter service for the patients from various ethnicities. Please visit our website for further details of these and other services provided by The Elms.

We arrange and conduct regular Patient Participation Meetings in order to listen to our patients for feedback and to gain a better understanding of our service provision. You are welcome to participate at such meetings and have your say.

Patients can book appointments, request repeat prescriptions and view parts of their medical record online. Please visit our website or ask our friendly reception staff for details. Electronic Prescription Service (EPS) is also available, whereby you can nominate a pharmacy who can request the medication on your behalf. Most local pharmacies would be happy to support you in this process.

Your medical record is strictly confidential and will be processed using the Practice's Patient Confidentiality Policy and the Data Protection Act.

As a new patient, I am sure you will have further questions. Our experienced and much approachable reception and admin team would be more than happy to advise and assist.

Yours sincerely,

Nadia Ahmad

Practice Manager