



Alcester Health Centre

Modern Care Traditional Values

Practice News

Welcoming Two New GP Partners to the Alcester Health Centre Team

We are extremely pleased to welcome Dr Serena Harborne and Dr Steven Jones to the Practice Team, from July 2022!

Patients of Alcester Health Centre may recognise Dr Harborne, as she previously worked with the surgery until 2018 and is excited to return to the practice.

Dr Harborne, is originally from the Midlands, after finishing the majority of her rotations in the Yorkshire area, Dr Harborne moved back to the Midlands to complete her rotations at Warwick Hospital and the Alexandra Hospital in Redditch. Throughout the Pandemic, Dr Harborne has strived to maintain high standards of care, working proactively to improve the quality of care being delivered. As a forward thinking GP she is keen to use her innovative ideas to try to deliver better healthcare to patients.

Dr Steven Jones graduated from Cardiff University in 2006 with MBBCh. Prior to GP training he worked extensively in Oral & Maxillofacial surgery as a Speciality Doctor. Following this he completed GP training in Warwickshire.

Both Dr Harborne and Dr Jones are looking forward to working with Alcester Health Centre Patients and the local community to improve access, chronic disease prevention and wellbeing!

Covid-19 and our Face Mask Policy

Due to the rise in Covid-19 cases, we have had to reintroduce our Mask Wearing Policy for Patients entering the surgery.

We continue to ask our patients to help us with this, to continue to keep other patients and our staff safe.

This advice spans all NHS premises, so please keep this in mind if you are attending any Outpatient appointments.

Did you know...

You don't have to call our reception team to access a range of services?

On our website you can:

- Order repeat prescriptions
- Cancel appointments
- Change your personal details
- Tell us if you are a carer
- Complete a range of forms (such as Travel Questionnaires for Travel Immunisations, self-refer to the midwife etc.)

Visit our website at

<https://www.alcesterhealthcentre.co.uk/>

PPG

Patient Participation Group

The PPG aims to be the voice of the patient in the practice. Working constructively and positively to help identify solutions and work in partnership with the practice.

If you are interested in joining the Alcester Health Centre Patient Participation Group, please visit our website and complete the online form or ask at reception.

Your contact details will only be used for this purpose and will be kept safely.



Accessibility

At Alcester Health Centre, we have been working hard to improve our accessibility for patients:

- Last month our average phone answering time was 1 minute 29 seconds
- We have introduced two early morning blood test clinics on a Wednesday and Friday
- Early morning and Late Afternoon GP appointments
- Various avenues to book appointments and make enquiries (via our website, email, eConsult and telephone calls)
- Working with Hopkin's Pharmacy to improve access and improve the speed in which minor illnesses are treated

Feedback

We are always striving to do better and provide a better service to our patients.

If you would like to tell us what we are doing well or areas where we can improve, please visit our website and/or leave us a Google Review.

Have you got the NHS App?

Wherever you are, the NHS app allows you to book, cancel and track appointments at your GP surgery with ease.

You can conveniently order repeat prescriptions, view your GP medical. It's free and owned by the NHS so you know your personal data is always secure. You can find it in Google and Apple app stores. Download the NHS App!

Covid-19 Queries

If you have any queries regarding Covid-19/ Booster vaccines please ring the surgery and choose option 6.

An automated message shall provide some generic information, however if your question is still unanswered, please hold and you will be transferred to a local helpline!

NHS 111

If you need medical advice when the GP surgery or the pharmacy is closed, call: 111 or go to 111.nhs.uk



when it's less urgent than 999

Keep Updated with Surgery News

Like and follow our Facebook Page to stay up-to-date with surgery news!

@AlcesterHealth

The page is frequently updated with useful surgery information.



SELF CARE & OVER THE COUNTER MEDICATIONS

Did you know the Community Pharmacy can assist with many Minor Conditions?

How can the Community Pharmacy Services be Accessed?

Appointments are not needed, walk ins are usually accepted. Or, contact the surgery to be referred to the Pharmacy's services!

Many Pharmacies also offer this service during extended hours such as weekends or evenings!



PHARMACY

