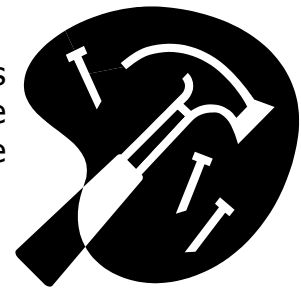


## MILTON KEYNES VILLAGE PRACTICE NEWS LETTER JANUARY 2010

On the 1st February 2010 we are starting some internal (and minor external) building work at the practice. The works are expected to last at least 4 weeks and will result in alteration to the reception area so that there is more office space. This will allow all call handling to be done in the back office area of reception to improve patient confidentiality and reduce queuing at reception during busy times. In addition it will create two additional consulting rooms. One will be a new nurse treatment room to improve availability of nurse appointments, the second will be for a GP trainee.

The practice will continue to provide all of its normal services during this period but please bear with us if there is some noise from the building works or a slight delay at reception due to the disruption.



### **Training Practice**



Since the Practice opened its doors in 1998 it has always been our aspiration to train newly qualified doctors into General Practitioners. We are delighted to announce we have started taking necessary steps towards this and envisage the first trainee Doctors will join us next year.

Becoming a training practice will help us further our drive for further education and learning throughout the whole practice team and contribute to the careers of tomorrow's General Practitioners.



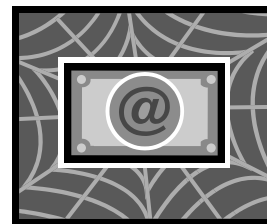
### **Practice Website**

Have you visited our practice website at [www.mkvillagepractice.co.uk](http://www.mkvillagepractice.co.uk)? You can now use it to order repeat prescriptions, notify us if you wish to cancel an appointment, direct questions to the reception team, inform us of a change of address and post comments and suggestions about how you think we can improve our service to you.

## **AOL**

We are no longer using our old AOL email account. If this is currently saved in your email address book please change it to our new email address:

[Mkvp.requests@mkpct.nhs.uk](mailto:Mkvp.requests@mkpct.nhs.uk) or alternatively use our website to order your repeat prescriptions.



## **Jardines at Milton Keynes Village**

Jardines pharmacy is now open on weekdays from 9.00 am to 6.30 pm but they will be unable to dispense prescription items between 1.00 and 2.00 pm. They are also now open on Saturday mornings 9.00 am to 11.00 am.

## **Patients Forum**

The practice has a patient group which meets monthly to discuss ideas and changes that the practice is considering, and bring new ideas and suggestions to the practice about how we can improve our service further. The next meeting is Thursday 28th January at 5.30 pm and minutes of the last meetings are posted on the notice board in reception. If you wish to find out more or would like to receive minutes of meetings and email updates about the group please either speak to our practice manager Mrs. Kim Foy-Olowu or email through the practice website.



## **GP Appointments**

Routine appointments with your registered GP are bookable up to 3 months in advance. We are constantly trying to minimise the wait for these appointments and normally they are available within 3-4 working days. If you wish to see a GP more urgently please call reception who will either offer you an appointment with your registered doctor, or if they are unavailable on that day then an appointment with the Duty Doctor who will deal with the urgent problem for you. We also offer telephone appointments if you feel the problem could be dealt with over the phone. Please speak to a receptionist for more information.