

MOUNT MAIL

Mount Group Practice, 54 Thorne Road, Doncaster, DN1 2JP

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&

Bessacarr Medical Centre, 36 Nostell Place, West Bessacarr, Doncaster, DN4 7JA

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PUBLIC BANK HOLIDAY CLOSURES 2020

31.08.20

25.12.20

28.12.20

COMMUNICATION

The Practice has two very busy sites, however, we are fully linked via the telephone and computer system, and reception staff have the ability to communicate with clinicians at either site throughout the day. As a patient of the Mount Group Practice you are entitled to make an appointment with a GP of your choice at either site.

COMINGS & GOINGS

We welcome Dr C Bangalore as Locum GP at the end of July 2020. We say good-bye to our two GP Trainees Dr H Abdelmalek and Dr K Rosiji in August 2020. We welcome our two new GP Trainees Dr Ogbola and Dr Adeosun.

ORDERING PRESCRIPTIONS

Prescriptions can be ordered by ringing the Prescription Orderline 24 hours a day:

Thorne Road **01302 303410** or Bessacarr Medical Centre **01302 379300**

**You now have the facility to order your prescriptions on-line via our website
mountgrouppractice.co.uk
Please ask at reception for your login details.**

Please note prescriptions will be ready for collection **48 'working' hours after ordering, i.e.** prescriptions ordered on Saturday or Sunday will be ready for collection on Wednesday.

If you are experiencing problems with quantities of your repeat medication(s), there is the facility to have your medication re-aligned to make ordering easier.

We have now introduced Electronic Prescribing, please contact your usual chemist and it will be arranged for your prescription(s) to be sent to the chemist automatically.

APPOINTMENTS

COMPLAINTS PROCEDURE

Information about our Complaints Procedure can be obtained from reception or on our website.

PRACTICE BOUNDARY

Please be aware that this surgery only covers the following areas DN1 – DN4

FAILURE TO ATTEND

NURSE TRIAGE

NAMED ACCOUNTABLE GP

All patients including children have been allocated a named accountable GP. If you want to know the details of your named GP please contact reception, or if you have a particular preference of GP please also contact reception with your request.

PATIENTS ON-LINE ACCESS TO MEDICAL RECORDS

We offer Detailed Coded Records (DCR) for patients accessible on-line. We will endeavour to action any request for DCR within 2 weeks of receipt. Patients can access available on-line services via our website www.mountgrouppractice.co.uk Patients wishing to register to use on-line services please contact reception with photo ID and proof of current address eg. utility bill within the last 3 months.

VACCINATIONS

Text Messaging Service

Please confirm your current mobile telephone number with reception as the Practice can now send text reminders for GP appointments.

Updated July 2020