

NCMC Newsletter

March 2010

Welcome to the NCMC Newsletter

In this issue of the newsletter, we have some interesting articles, including the eagerly awaited news, information and photograph of the new medical centre. I am sure you will be delighted to know that we plan to welcome patients to the new 'North Cardiff Medical Centre' in early May – 2years and 9months after the fire of August 2007.

The new medical centre will have a number of additional features to improve the delivery of primary care services and enhance patient safety and comfort. These include a minor operations suite, a computerised patient arrival system, an audio and visual patient call system and modern security systems, including CCTV.

The Partners and Practice staff have worked alongside the project management and design teams to ensure we have a modern, functional, state of the art building. We are pleased to be looking forward to the move and saying 'goodbye' to our temporary surgery, which has been practical but compact!

I remain very grateful to our patients who have shown great patience through this difficult period and would like to thank you for your continued support.

If you have any comments or suggestions about the newsletter or the services we provide at NCMC, please contact me by telephone or e-mail.

Best wishes

Sarah Morris, Practice Manager
02920 680027

New Staff

North Cardiff Medical Centre would like to welcome some new members of staff to the team, our new Registrar Dr James Case and receptionists Julie Godwin and Bev Davies.

Telephone system

We would like to thank patients for their support and patience, particularly in relation to our telephone system. You may remember that we installed a completely new telephone system in February 2007. This was destroyed in the fire and since this time we have a reduced number of lines coming into the Practice. This has significantly affected our ability to manage calls effectively at peak times.

A completely new telephone system will be installed in the new Practice with additional lines, a queuing system and an improved call handling functions.

Please note that the Surgery telephone number will be changing in May. Our new contact number is awaited from BT and will be made available during the next few weeks. A call diversion facility will be used for a short period to assist the transition to the new number.

H1N1 Swine Flu Vaccinations

We are still providing swine flu vaccinations at the surgery.

We believe the vaccination offers valuable protection from swine flu and its complications. It will help protect your family and other people who are close to you, as it is less likely they will catch the virus from you and it will help protect you from future waves of the virus.

Please contact the surgery for more details on qualifying and appointments.



“New” North Cardiff Medical Centre nearing completion.

The building features ground and first floor waiting rooms. Each waiting room has patient information screens, which will keep you up to date with latest news as well as inform you when to see your doctor or nurse.

Amongst the other features there are

- Clinical and treatment facilities on ground and first floors
- 13 Consulting rooms
- 3 Treatment rooms
- 1 Minor Surgery and Procedures room
- Pharmacy
- Counsellor and Phlebotomy rooms
- Patient toilet and baby change facilities on both ground and first floor
- Lift access to the first floor for the patients
- Air conditioning
- An integrated security system and CCTV
- A new telephone system with more phone lines

Parking

Disabled parking spaces will be available on site. Main car parking facilities will be in the district shopping centre car park as previously. In order to maintain emergency vehicle access inappropriately parked vehicles may be removed or clamped

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