



THORNE MOOR MEDICAL PRACTICE

Partners: Dr J Firth, Dr M Abraham, Dr E Okeke

You are now a patient at Thorne Moor Medical Practice

What do I do when I need an appointment?

An appointment can be made at Chestnut House Surgery or at Moorends Surgery. The best way of making an appointment is to contact the Practice by phone. (Please try to avoid phoning during busy periods such as first thing in a morning as the lines are often very busy. You may also call in to the surgery. If you have a problem that needs sorting out today or in the next few days, please ask at reception.

What if I have a long term condition?

If you have a long term condition which needs monitoring, please make sure this is made clear on your new patient questionnaire form. You will be called by the surgery to make an appointment for this to be checked although this may not be straight away. If you feel your condition needs earlier attention, please ask at reception.

If I don't have a long term condition, should I make an appointment?

Yes, please ask the receptionist to make you an appointment with the Health Care Assistant for a New Patient Check. If the Health Care Assistant feels you need a further appointment, she will make necessary arrangements for this to be carried out. However, this may be when the practice has received your medical records from your previous practice. Children under 14 years of age will not usually be called for a separate new patient appointment.

How long will it take for my notes to arrive at the surgery?

We will receive your notes sometime in the next few weeks. They will then be added to the surgery computer system which may take a few more weeks.

What about my next prescription?

Please order your next prescription from Chestnut House Surgery or Moorends Surgery. This will be easier to organise if you put all the details, including dosages, of your medication on to the new patient questionnaire. Please note - We **do not** take prescriptions requests over the phone. You can hand in your request, post it, place it in the letterbox outside the door at Chestnut House or in the request box in the main foyer at Moorends Surgery. Prescriptions can also be requested via the TMMP website:

<https://thornemoormedicalpractice.co.uk/prescriptions-medicines-centre/>

You can arrange for the Pharmacy of your choice to manage your requests or alternatively you can use the on-line request system. For more details regarding the on-line system, please ask at reception. Turn round time for prescriptions are 48 hours (excluding weekends and Bank Holidays).

For Opening times – please see the Surgery Information Leaflet.

**Chestnut House Surgery
The Vermuyden Centre
Fieldside
Thorne
South Yorkshire
DN8 4BQ**

**The Orchard Centre
Marshlands Road
Moorends
South Yorkshire
DN8 4SB**

Phone number: 01405 631271