

September 2018

New

Please welcome our new Urgent Care Practitioner Steve Fielding to the practice, and new nurse Alexa Moreton. EXTENDED HOURS appointments are now available for evenings and weekends. Our reception staff can book these for you, but they will be held at various clinics throughout the city rather than here at Harley Street.

Flu clinics start on the 24th September and will be available to book soon. Three different vaccinations are available this year dependent on your age; below 16, 18-64 and over 65.

We are also holding a drop in flu vaccination clinic on Saturday 3rd November for patients aged over 18.

NEW INFORMATION REGARDING THE TELEPHONE LINES

- ◆ Press Option 1 for urgent same day appointments. The receptionist will take your name, phone number and medical problem and the urgent care practitioner will call you back to assess your condition over the phone.
- ◆ Option 2 is answered after 10am, and is for booking a non urgent appointment (GP appointments 1 week in advance & appointments with the practice pharmacist and nurses). This line is also for non urgent medical queries.
 - ◆ Option 3 is available after 11am; this line is for results.
 - ◆ Press option 4 if you would like to speak to a secretary about your referral. This line is available after 10am on a Friday.
 - ◆ Option 5 is for Ambulance/care home staff or clinicians.

ALL APPOINTMENTS WILL BE CARE NAVIGATED BY THE RECEPTION TEAM; FOR EXAMPLE IF YOU ARE CALLING FOR A WOUND CHECK THEY WILL BOOK YOU WITH A NURSE, PROBLEMS WITH TEETH WILL BE NAVIGATED TO A DENTIST, MEDICATION QUERIES WILL BE SENT TO OUR PRACTICE PHARMACIST.



APPOINTMENTS

PLEASE NOTE

Consultations are one problem per ten minute appointment slot. It is unsafe practice to ask the doctor to deal with more than one condition per consultation, and it will make the doctor's surgery run late for the rest of the patients waiting to see the doctor.

ZERO

TOLERANCE



We want to help, don't abuse us.

Verbal or physical abuse of our staff will not be tolerated and may result in prosecution.

DNAS During August, 184 patients did not attend; including 26 missed nurses appointments over 2 days. Please remember to cancel your appointment if it is no longer needed.