

January 2019

News

Happy New Year! A big thank you for all the chocolates and biscuits that we received over the Christmas period. As of January 2019 we will be opening at 8am on a Thursday rather than 7am. We will no longer be opening on a Saturday, but extended hours appointments at other venues can be booked by our reception team if you would like to use these.

We are closed on 1st January.

Dr Gazmir Balliu has now left the practice, he has been with the practice for over 10 years covering our Saturday morning clinics; we would like to thank him for his hard work with the practice and wish him all the best for the future.

Flu jabs are still available.

All appointment requests are care navigated by the reception team. The receptionist will take your name, telephone number and medical problem and navigate you to the best service to deal with your specific problem, for example medication queries to our pharmacist, wound dressings to our nursing team.

Ongoing medical problems will be booked for review with GP a week later, unless your circumstances have changed and the problem has become worse. All urgent doctors appointments are put on our triage list for our urgent care practitioner to call you back to discuss your problem and book you with the doctor if necessary.

Appointments can be booked online, in person over the desk and over the phone.

The phone lines are for urgent appointments only between 8-10am. Press option 1.

If you are calling for non urgent medical queries, or to book a non-urgent appointment, call back after 10am and choose option 2.

If you are calling for results, please call back after 11am and choose option 3.

The secretary referral line is open after 10am on a Friday, this is to discuss referrals direct with our secretary. This is option 4 on your keypad.

Option 5 is for ambulance staff/clinicians.

Please remember that prescription requests need to be put in writing over the desk or using our prescription box outside, and these take 48 hours. You can also order online. Speak to your preferred pharmacy for more options.



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.

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.

During December, 134 patients did not attend.

Please remember to cancel your

Appointment.