

July 2018

News



Healthwatch will be visiting the surgery on the 18th July to speak to patients about how they are finding the care navigation process.

To conform with the new GDPR regulations we have updated our 'how we use your information' leaflet in reception. Please read for more information.

Good Luck to our advanced nurse practitioner Gary Bentley who will be leaving on the 19th July.

Please welcome Donna McDonnell our new healthcare support worker.

The surgery will be closed on the 27th August for bank holiday, reopening on the 28th as normal.

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 June, 487 appointments were offered, and 43 patients did not attend. This equates to over 7 hours of wasted clinical time. Please remember to cancel your appointment if it is no longer needed.