**NEWSLETTER JULY 2018**

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| **DR OKUZU**  Sadly after 15 years of service with the practice Dr Okuzu is leaving us for pastures anew.  We wish him well for his future and are sorry to see him go.  We are currently seeking a replacement for him and in the meantime please rest assured that we will be employing locum doctors to cover his sessions whilst we seek a replacement |

**APPOINTMENTS OFFERED**

**Doctors Pre- Bookable**- up to 2 weeks in advance unless a Doctor asks the Receptionist to book a follow up beyond this ( We only book 2 weeks in advance to curb ‘ Do Not Attend’ appointments wasted).

**Doctors Urgent** – On the Day appointments for medical problems that cannot wait

**Nurse’s/ Health Care Assistant Pre-Bookable**- up to 4 weeks in advance

**Nurse’s Minor Illness** – On the Day appointments can be booked from 8am on the day by telephone or in person at the Reception desk.

**GP ACCESS FUND**

**Doctors** -appointments available at 4 Hubs outside normal working hours at, Broughton Gate, The Grove, Parkside and Wolverton surgeries. These appointments are for routine matters that are not ongoing medical issues.

**Blood Tests**- available early mornings from 7am at Wolverton

Please feel free to ask the Reception team about booking one of these appointments.

**TRAINING**

**Our Reception/Admin Team-** has recently attended a seminar to help them in their roles in the practice, and to understand their work styles and deal with difficulties in the workplace.

**HELPING WITH APPOINTMENTS FOR PATIENTS**

The demand for appointments is not going to let up and we only have a set number of appointments each day. Here are 3 tips to help patients

1. If you are not calling for an appointment, please telephone after 10am when the morning rush has died down.
2. The Practice encourages you to use the online services for booking appointments. Going online to book routine doctor appointments frees up the telephone lines for those who are not online and those who need an urgent response.
3. For minor ailments, please contact or visit your local pharmacy in the first instance, they can often help you with advice and medication suggestions. Not all medical issues need a Doctors opinion.

**HELPING DOCTORS WITH APPOINTMENTS**

Please only discuss one medical problem in an appointment. If you have multiple issues please ask the Receptionist for a double appointment.

This will help the Doctors to run their clinics on time and save delays for other patients.

**PATIENT FEEDBACK**

We welcome feedback from our patients and we are putting out feedback forms in the waiting area, please complete and return to the Reception desk.

**JOIN OUR PATIENT PARTICIPATION GROUP**

This exists so that you can have your say about the service you receive from the practice. The group usually meets quarterly and our next meeting is

**FRIDAY 20 JULY AT 10.30AM** please feel free to come along