

Early Morning Appointments and booking in advance

The feedback from the recent survey indicates that some of you may be unaware that we offer early morning appointments from 7.30 – 8AM. These are available every day with GP and Nurses (not all GPs will be available every day as they work on a rota basis)

You can also pre book appointments where available up to 2 weeks in advance – for further details please ask Reception.

Telephone System - New number 08443 878525

We have for many years received numerous complaints about our old telephone service. The Practice has listened to these complaints and looked at various systems to improve the system we have. We have now installed Surgery Line. We have been advised that the number costs the same as a BT landline which is 4.2p a minute but realise it will cost you considerably more from a mobile number. Some mobile phone operators will offer you different packages and some will allow 0844 numbers as one of your lines – so if you have to call us regularly from a mobile it may be worth discussing your tariff and package with your mobile supplier.

We hope this system will improve the service we offer to you. Unfortunately there are bound to be teething problems but please be assured we are investigating comments you make to us and are looking at the time spent trying to contacting the Practice.

Our first audit showed that Reception answered the telephone before 5 rings (15 seconds) 80% of the time.

Patients Participation Group

The printing of this newsletter is funded by your Patients Participation Group. The group is made up of patients from the Practice and we are always looking for volunteers.

If you would like to know more about the work of the PPG please get in touch with Pam Everton 02085241085