



## **MAY 2022 Surgery Newsletter**

### **May Opening Hours**

Due to the May Bank Holiday we will be closed on Monday, 2 May 2022.

### **Surgery Training Afternoon**

Along with all other surgeries in the area we will be shut from 12 noon on Thursday, 26 May 2022 for staff training.

### **Patient Consent**

We often have people phone us on behalf of family members. We cannot discuss any patients' confidential information with anyone else unless we have express written consent. This includes even just confirming an appointment time or date. Our staff often experience disgruntled patients as a result, but they would be breaking the law if they complied and are absolutely right to refuse. If there is frequently a need to discuss someone else's details and they are happy for us to do this, they just need to write to us expressing consent to talk to the named family member and we will note this on their record.

### **Call-backs**

Can we please request that patients always have their preferred call back telephone number to hand when calling the Surgery. Our team frequently have to wait for patients to find and read out this number which at busy times can cause longer waits for patients on the phone. Your help with this is very much appreciated.

### **Prescription Requests**

We are again receiving a large amount of urgent requests for patients requesting their regular medication. As you can imagine with over 10,000 patients registered at the Practice our prescription clerks are extremely busy processing all the requests they receive. In order to help us can you please remember to allow 3 working days for us to process your request.

### **Patient Participation Group Meetings**

The next meeting of the PPG will be held on Thursday, 19 May 2022 at 6.30 pm at Great Bentley Village Hall.

**Sue Mitson – Operations Manager**