

January 2022 – Surgery Newsletter



We would like to wish all our patients a very Happy New Year

SURGERY NEWS

After working at the Surgery for over 30 years Val Jolly one of our Prescription Clerks has finally decided to retire. We will all really miss working with her but wish her all the best for a very happy retirement.

CHANGE OF CONTACT DETAILS

It is really important that we have up-to-date contact and address details for all our patients. If you change any of your contact details including your mobile phone number, please remember to let us know so that we can update your records. If we have a mobile phone number registered as long as we have your consent we will be able to send you useful text reminders and messages.

GP APPOINTMENTS

All GP appointments are 10 minutes. If you have more than one than one problem to discuss with the doctor you may be asked to book a further appointment. We would therefore recommend that you ensure that you discuss the most pressing problem with the doctor first to ensure this is dealt with at your appointment.

URGENT PROBLEMS ON THE DAY

As you can imagine all through December and January, like the rest of the NHS we have been incredibly busy. It's sometimes very difficult to manage the workload, so it's extremely important that we are told about any need for urgent on the day appointments as early as possible. We only have a fixed amount of appointments available on any day, so it's essential that the on call (triaging) doctor knows as much about what's needed in the day ahead. Please help us to manage the demand by contacting us earlier in the day rather than leaving it to the end of the day.

MASK WEARING

We continue to ask that in order to keep both patients and staff safe that you always ensure you wear a face covering when coming into the Surgery.

SURGERY TRAINING AFTERNOON

Along with all other surgeries in the area we will be shut from 12.30 pm on Thursday, 27 January 2022 for staff training.

PATIENT PARTICIPATION GROUP

The next meeting of the Patient Participation Group will be held on Thursday, 20 January 2022 at 6.30 pm at Great Bentley Village Hall.

Sue Mitson – Operations Manager