

## August 2022 – Surgery Newsletter



### **SURGERY NEWS**

We are very pleased to welcome Kerry Noonan, Advanced Nurse Practitioner to our Surgery Team. In addition to all her normal Nurse Practitioner duties, Kerry who is an experienced Nurse Prescriber will be assisting the doctors with daily triage, home visits and seeing patients for minor illness conditions.

### **SURGERY TELEPHONE SYSTEM**

We have recently had an upgrade on our telephone system and have received some feedback from our patients saying that they are having problems either getting through to, or leaving messages for our Prescription Clerk.

The number to call for the Prescription Clerk hasn't changed and if you have a prescription query then you can ring through on the direct line number which is 01206 257557. When you phone this number you will receive the normal greeting message. If you continue listening to the message you will then need to press 2 for prescriptions.

Our prescription line is manned between 9.00 am and 3.00 pm Monday to Friday. If you ring during these times and the prescription clerk is busy, then you will go into a queuing system. If you would rather leave a message than continue to hold for her, you can press 1 at any point which will then allow you to leave a message. If you call out of the above hours, then you will receive a message saying the prescription office is closed. If you continue to listen to the whole message, you will be given the option to press 1 and leave a message.

I hope this information helps patients who are trying to contact our prescription line.

Please remember that this line is only for patients who have a prescription enquiry, as we are not able to take requests for prescriptions over the telephone.

### **COVID BOOSTERS**

We will not be holding any Covid booster clinics at the Surgery during August. If you are due to have your booster and need to book an appointment, you can find details on the Great Bentley Surgery website or telephone 119.

At the time of writing this Newsletter we have not had confirmation as to whether patients will be offered a Covid booster in the autumn. If this does go ahead then we will contact patients about booking this.

### **SURGERY TRAINING AFTERNOON**

Along with all other surgeries in the area we will be shut from 12 noon on Wednesday, 31 August 2022 for staff training. If patients require urgent care on this afternoon then they can contact 111 for assistance.

### **PATIENT PARTICIPATION GROUP MEETING**

There will not be a meeting of the Patient Participation Group held in August.

**Sue Mitson – Operations Manager**