



Spring 2022 Newsletter Happy New Year

We hope you all had a lovely Christmas and new year. In January we welcomed back our health care assistant Georgia after being on maternity leave, we also welcomed Grace who will be joining the health care assistant team, part time while she studies at university for her nursing degree. In February Pat, our urgent care practitioner has extended his hours and will now be doing two clinics a week.

Last year alone 120 people did not attend GP appointments and 325 people did not attend nurse/HCA appointments. Please can you cancel your appointment in good time if you can not make it, as these appointments are in high demand during this current time.

If you are experiencing symptoms such as chest pain or breathlessness, please dial 999 or attend a local A&E department.

Please can you make sure all your information is up to date, you can do this by checking at reception, via email or over the phone on 01460 52284.

We now offer an online service called engage consult, you can find the link to this on our website. You can include pictures to your request, which the correct clinician will see and you can also send in admin requests. This service has worked very well so far within our small surgery. Normally if you get the request in before 2pm it will be dealt with the same day, but as we have become a lot busier over the last few months as well as vaccinating, please be patient as there may be a delay.

We are also trialling a community pharmacy referral service, for acute problems such as rashes, bites/stings, sore throats, ear pain, etc. A qualified pharmacist will then give you a call within 4 hours and discuss your symptoms. This will reduce the workload for the doctors, especially at this busy time. A full report will then be sent back to the surgery and any further treatment, or appointments needed will be made.