

Surgery Newsletter

Spring Edition



ONLINE SERVICES

We would like to encourage our patients to sign up for online services with the surgery. [This allows patients to book/cancel appointments and order repeat medication 24/7](#)

To register for online services go to www.patient-services.co.uk or speak to one of the reception team for more information

PATIENT SURVEY

We recently conducted a survey of a random sample of patients and were extremely pleased with the results:

94% of patients said they were extremely likely or likely to recommend the Surgery to someone moving into the area

Comments from patients included:

'Patients are treated with dignity and respect'

'Doctors are great and receptionists are very helpful'

'New telephone system is a great improvement'



Concerns noted by patients were:

- Difficulty getting appointments

We would like to reassure patients that anyone in need of urgent medical attention will be given a same day appointment.

The Doctors and staff would like to thank all those patients that completed the patient survey and for the continued support from all of our patients.

Surgery Closures

The Surgery will be closed on the dates listed below. Patients requiring urgent medical attention during these times should ring the Surgery on 406 23303 to obtain the contact details for the Duty Doctor / Out of Hours Service.

Monday 18th March

Monday 22nd April

Tuesday 23rd April

Monday 6th May

Monday 27th May

The surgery will also close early on the following dates to accommodate essential staff training:

Tuesday 26th March (12.30pm closure)

Tuesday 9th April (12.30pm closure)

Tuesday 14th May (12.30pm closure)