

KELSALL MEDICAL CENTRE NEWSLETTER

SPRING 2008

We are changing the time the surgery doors open in the morning to 8am

This means you can:-

- Phone us at 8am and we will answer the phone
- You can book a morning appointment which commence 8.30am
- You can pick up your prescription from 8am

HOW TO BOOK AN APPOINTMENT

When ringing the surgery never use BT "ring back" as it does not work very efficiently. Please just keep redialling and you will get through. You may get the message "all lines to reception are busy," followed by music indicating that you are still in the queue. This enables us to deal with your call quickly from any phone in the building

URGENT APPOINTMENTS WITH THE DOCTOR

You can ring at 5.30pm in the evening for one of the first 4 appointments for each doctor next morning OR you can ring from 8.00am on the morning you want the appointment.

We will give you an appointment without question until all the appointments are taken. We will then ask you how urgent your appointment is. This extra information will help us to help you. We will try to accommodate you, but this may require you to ring back later in the day.

NON URGENT APPOINTMENTS WITH THE DOCTOR

You need an evening appointment. You can ring anytime of the day although it is best to avoid early morning. You can book as far ahead as three months.

NURSE APPOINTMENTS

You can make your appointment with one for the nurses at any time. Obviously different nurses work on different days.

Chronic Disease Management, Travel Vaccines, Child Immunisations and Smears are available on Mondays, Tuesdays, and Wednesdays.

Dressings, I NR's, Ear Syringing and Flu Vaccines are available Mondays, Tuesdays, Wednesdays, and Thursday, Friday afternoons Phlebotomy clinics are Thursday and Friday mornings.

There are emergency nurse appointments everyday.

SPEAKING TO THE DOCTOR.

If you would like to speak to a doctor we can take your query and the doctor or representative will ring you back later in the day. Please try to ring before 12 noon so the query can be seen by the doctors at lunch time. The return call will be during the afternoon.

STOP PRESS

NO COMPUTERS 16TH AND 17TH APRIL

We are having our computer server upgraded on Wednesday 16th April. The surgery will be open 8am to 12.30pm and 5pm to 6.30pm on the 16th and 8am to 6.30pm on the 17th.

We will have normal morning surgeries but not for reviewing existing problems. Wednesday evening surgery will be for emergencies only.

Thursday should be back to normal if the upgrade has worked well

We cannot on these days:

- Book any appointments other than emergencies for that day
- Issue any repeat medication – we cannot see the medication lists nor print the prescriptions
- Give out any blood results
- Give out any test results
- No on line prescription requests can be sent or actioned
- Answer any queries which require us to use the computer

So if your repeat medication is due on either of these days send it a week early for us to complete while we still have the use of the computers.