

Nethergreen News January/February 2008



Welcome to a New Year at Nether green Surgery.

First of all, we welcome back **Dr Ludlow** from Maternity Leave. The 6 months have gone quickly, but it's good to see her back.

Sadly though, that means **Dr Walton** has to leave us, as she was filling in for Dr Ludlow. We'll all miss her, and we thank her for ably filling Dr Ludlow's shoes, and we wish her well for the future.

By the time you read this, our **OPENING TIMES** will have changed, and to remind you all, these are now:

- Monday, Tuesday, Wednesday and Friday: 8.00 am—6.00 pm
- Thursday: 8.00 am—12.30 pm

You can call in, or contact us by phone, at any time during these hours, and we hope that by extending our opening times you'll find it easier to get hold of us.

Additionally, our APPOINTMENT AVAILABILITY has improved in that

- one Surgery each morning will start at 8.00 am
- **The appointments in the first half hour of the surgery will be pre-bookable, and are designed to meet the needs of our working patients**
This should give those of you that are working, better access to appointments at a time that won't interfere with your work
- please also remember that we do offer on the day appointments from 5.30 pm—6.00 pm three evenings a week as well, again to meet the needs of our working patients.

OTHER NEWS:

The website is now up and running—the address is: [http:// www.nethergreen-surgery.co.uk](http://www.nethergreen-surgery.co.uk)

The **Disabled toilet** is in line for a makeover in the next few weeks. There may be a bit of disruption but we'll keep it to a minimum

FINALLY, some of you will be receiving a GP Survey through the post. This is a randomised survey by MORI on behalf of the Department of Health to gauge patient's opinions of their own Practice. I hope the changes we have made in the last 12 months have improved our service to you, and I hope you will feel able to respond positively to the various questions. The results ultimately reflect in the income we receive from the PCT— if you feel inclined to put negative comments, then I would appreciate you taking the time to talk to me about them, as we do not see individual comments when the results are received, and I do need to know so I can look to make changes.

Many thanks Richard West

