

# Nethergreen News November/December 2007



We've a lot of exciting changes to tell you about this month, relating to opening times, appointment availability and the days your Doctors will be working, so.....

**OPENING TIMES:** Many of you have commented about these, and we have listened to these comments and concerns, and I can let you know that **from January 21st 2008**, the Surgery opening times will be:

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

You'll be able to 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.

**APPOINTMENT AVAILABILITY:** Again, from January 21st ,

- 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.

**DOCTORS DAYS OF WORK:** Again from the New Year, some of the Doctors will be changing the days they work:

Dr Ludlow is coming back from Maternity leave, and needs to spend more time with her three children; Dr Barclay is changing his days as they have remained basically the same for 20 years (a change is as good as a rest!), and Dr Cummins is to spend more time working on projects within the Hallam Consortium/Practice Based Commissioning field.

This latter change is all the more important given the PCT's recent public consultation and subsequent report on "Achieving Balanced Health—the 5 year plan" within the city\_ - Dr Cummins and colleagues from other Practices in the Hallam area will be looking at ways of providing alternatives to patients going to hospital for referrals etc, as well as ensuring that patients in the South and West suburbs of Sheffield aren't disadvantaged by the PCT's new health strategy for the city. If you want to know more about this then please talk to me, your local Councillor, or MP.

To accommodate the reductions and movement in sessions for the three Doctors, Dr Broadbent will be taking on additional sessions, and Dr Lockwood will be moving days, so, from January 21st , the Doctors days of work will be as follows: (PTO)

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Dr Barclay	Morning & Afternoon		Morning & Afternoon	Morning	
Dr Smith	Morning and afternoon	Morning and evening	Morning		Morning and afternoon
Dr Broadbent	Morning and afternoon	Morning and afternoon	Morning and evening		
Dr Cummins	Morning and evening	Morning and afternoon		Morning	
Dr Ludlow	Evening		Morning and afternoon		Morning and afternoon
Dr Lee	Morning and afternoon	Morning and evening		Morning	Morning and afternoon
Dr Joshi	Afternoon		Morning and evening		Morning and afternoon
Dr Lockwood		Morning		Morning	Morning

I hope you find these changes of benefit to you, and I'll be putting out separate leaflets for these changes once we get into the New Year.

**MISSED APPOINTMENTS:** We've never really had a problem with patients not attending surgery for pre-booked appointments, but recently, it does seem that these "DNA's" are becoming more frequent. This isn't just for general surgeries, but also for Minor Ops, Coil fittings and other specialist appointments. We often have patients complaining about the scarcity of appointments at the Surgery, but if patients don't contact us to cancel pre-booked appointments, then you are compounding the problem for fellow patients, as well as wasting valuable Doctor & Nurse time. So, **please contact us at least 12 hours in advance if you are unable to keep a pre-booked appointment**, so we can make the time available for other Patients.

**CHRISTMAS & NEW YEAR 2007:** The festive period is fast approaching, and we are making plans for our appointments and opening hours, and a notice will go up shortly, however, as in previous years, we will need to restrict and reduce the availability of pre-bookable appointments, so that the majority of the appointments over the two week period will be for acute and emergency problems only, and I thank you for your co-operation in this.

#### **OTHER NEWS:**

- **WEBSITE**

The website will be running from early in the New Year, and the website address will be made available as soon as I know it! You'll be able to access all the information you can currently obtain in the Surgery, as well as having links to NHS Direct for advice on common ailments.