



Welcome to the next edition of our Newsletter .

This month we're covering: Staff leaving and arriving, Patient participation groups, missed appointments & the texting service, and car parking, but first

Did you know that:

- You can book appointments on line and order your repeat prescriptions on line! Just ask at the desk for details, next time you call in
- If you have more than one problem to discuss with the Doctor, you can ask for a (if one is available) double appointment, so you have plenty of time with the Doctor.

Staff movements:

Sadly, Liz Walton, our late Monday night session Doctor (and previous maternity locum) is leaving us at the end of June for her own maternity leave. She's been with us for some time now, and we all will miss her. Thanks for your help Liz, and our good wishes for a safe delivery!

To replace Liz on the Monday 6.30—8.30 slot will be Dr Gill Ali; she works for a couple of sessions each week at Greystones surgery, and will continue to do that whilst doing our session on the Monday night. She'll be starting mid July and I'm sure she'll soon be part of the furniture!

Also leaving is Judy Taylor. Judy's part of the Reception/admin team and is retiring—she's only been with us for a couple of years or so, but has quickly become an integral part of the team, and we'll miss her as well; but, retirement and a new life beckons so as with Liz, our good wishes go with you.

Patient Participation group:

We've now had two meetings, and a further one is planned for the beginning of June. There are 8/9 patients involved so far, and both meetings have been constructive, with various issues being discussed; however, there's always space for more patients to join, with patients from the younger end of the age scale, and those with young families, being more than welcome! Meetings are held on a Monday or Tuesday evening, from 6.30 for an hour or so, at the Surgery.

The minutes of both meetings are on the Surgery website

(www.nethergreen-surgery.co.uk), so if you read them and are interested in joining, then either call in and have a chat with me, or you can always ring, or email me at: nethergreen.pmanager@gp-c88034.nhs.uk

(PTO)

MISSED APPOINTMENTS:

These fell slightly in the last two months to 51 Doctors, and 48 Nurse appointments being missed by Patients. It still means that 3 sessions for each have been lost in the last two months, but thank you for making the effort to keep your appointments or at least contacting us to cancel them.

The appointment reminder texting service is now up and running, Hopefully this should have marked impact in the forthcoming months in reducing these missed appointments.

If we haven't got your mobile number, then would you please let us have it next time you contact us.

CAR PARKING:

We still have problems with patients parking in the blue badge spaces! - if I approach these patients, I mainly get told that they are only popping in to collect a prescription, or that they haven't done this before, or that there's no where to park on the street..

I've now had complaints from local residents (again!).

I appreciate that parking close to the Surgery is often a necessity, and that finding a space close by can be difficult, but I would ask that you consider the local residents, and our patients who have blue badges , when parking for appointments with us, and follow these basic guidelines.

- The car park for the flats above the Surgery is for the use of residents only.
- Residents need access to their driveways, so please do not block these when finding parking spaces
- The Surgery car park is for the use of [blue badge](#) holders only.

As always, if you want to discuss any of the items in this Newsletter, please do call in and have a chat

Richard West
Manager