



Welcome to the Autumn edition of the 2011 Newsletters.

This month.....

News about: Change in phone number, staff starting with us, appointments and car parking

#### **Telephone number**

The telephone number has now changed to **0114 2307818**.

If you ring on the old 0845 number you will hear a message giving the new number

#### **New staff**

Humphrey Emery started as our locum GP on September 1st.

You'll also have seen a new face on the Reception desk; Natalie joined us a few weeks ago as a replacement for Lauren, and she's settling into her new role very quickly.

#### **Getting an appointment.....**

is still not easy at the moment and we are aware of your frustrations and complaints around the current system. We are looking at a radical change to the system that will make it fairer and easier for everyone to speak to a Doctor, but in the meantime, you can help us by not

#### **Missing appointments!! -**

In August, we lost **119 Doctor** appointments and **104 Nurse** appointments when patients didn't turn up to their pre-booked appointments.

**Please let us know in advance if you can't keep an appointment**

#### **Car parking**

Able bodied patients are still parking their cars in the blue badge designated slots—please don't be selfish and deny those who have a genuine need to park in our car park that opportunity

#### **Patient group**

The next meeting is scheduled for Monday 10th October, 6.30 pm here: all new members are welcome!

As always, if you have any comments or suggestions, please contact me on my mobile number of 0787 9778260 or by email at [richardwest1@nhs.net](mailto:richardwest1@nhs.net)

Richard West  
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