

Newhall Surgery Newsletter

February/March 2010

Opening Times

Phone lines are open Monday – Friday 08.00—18.30 – Tel: 01283 217092

****We do not close for Lunch****

GP Pre-booked appointments available Monday to Friday, up to six weeks in advance.

GP on the day appointments available Monday to Friday 08.00 – 18.30

Please ask about our early morning, late evening and Saturday morning appointments



System Update

Since our last newsletter our new system has been installed and we are now fully up and running. The integration went very smoothly and all staff have received comprehensive training. As will all new things we are still learning and adding to our experience daily. The surgery team would like to thank all the patients who helped us by being patient while we were phasing the new system in.

Next Stage is “**Avoid the Queue**” our online booking service. When we implemented the new system one of the reasons was to give patients another choice of how to book their appointments. This will be going live on the 12th April 2010. If you sign up to the new service you will be able to book any appointment which is available 24 hours a day 7 days a week at your convenience.

If you are interested pick a sign up form from reception, further details and usage policy included. **Don't delay – sign up NOW so you are ready to “go live” on the 12th April 2010 – please complete and sign the form and return it to the surgery by post or in person, as soon as possible.**

PLEASE READ -System Change. If you already use our on line repeat prescription ordering service you need to be aware that this system is also being enhanced. The old format will cease on the Friday the 9th of April to become part of the new integrated prescription and appointment service. You will need to sign up to receive a new password; unfortunately we cannot carry your old details over to the new system. We apologise for any inconvenience, however you should see an improved service as once you have your new password as you will be able to book appointments and order your repeat medication on line.



Waiting Room Changes and Decoration

The next time you visit the surgery you will see a change in our waiting room. We are refreshing the decoration and redesigning the entrance and access to the appointment desk. The decoration has needed freshening up for a while; however as the structure of the porch is being changed it was seen to be sensible to wait for the works to start and do both at the same time. From feedback from patients and the patient services team we are reintroducing the glass partition on the appointment desk to aid with confidentiality and also changing the flow of patients to be able to have a "wait here" sign as you will have seen within banks and other services. This should enable the patient services team members to deal with one patient at a time and for that patient to feel that their information isn't being shared with others.

Each patient is an individual; however it amazes the team frequently that some will be quite willing share the most personal information with the whole waiting room "you wouldn't believe what I've got" or "this rash just wont go away" and some patients find that being asked a date of birth is far too personal- so it can be tricky for the team to get the balance right.



Friends of Newhall SurgeryYour Surgery Needs **YOU**

A fledgling has been formed; however we really do need more patients to get a wider perspective on issues and projects which affect you all.

FRIENDS OF NEWHALL SURGERY FORUM

ARE **YOU** INTERESTED?



- In meeting quarterly with other forum members
- **In making improvements**
- In helping shape and develop services in the Surgery
- **Health Education to the local population**
- Fundraising for Surgery equipment
- **Comment on services and work together constructively**
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If YOU are interested in joining the Friends of Newhall Surgery Forum please leave your name and contact details at Reception. You will be notified of the time and date of the next meeting.