

# Nunhead Surgery Newsletter

## SURGERY OPENING HOURS

Monday 8:00am – 6:30pm  
Tuesday 8:00am – 8:00pm  
Wednesday 8:00am – 6:30pm  
Thursday 8:00am – 6:30pm  
Friday 8:00am – 6:30pm

Issue 26

Summer 2016

**Since January 2015 the surgery has registered over 2500 new patients.**

**This is having an impact on the services we offer. We are reviewing this issue with all the staff regularly**

### **Important Information**

We would like to say goodbye to Mary Tierney(Practice Nurse) Dr Alice Thomas(GP) Hsa Kywe(Healthcare Assistant) and Sandra Burrell(receptionist).

We wish them all well for their future plans and thank them for the work and support they has given patients and staff over the years. Good luck and Thank You.

We would like to welcome Dr Simpson back from maternity leave and Joanne Elvy our new receptionists.

From September Hodan Haud will join us as our new community/practice nurse.

### **Patient Forum**

Make a difference and join our patient forum. **Help us** provide a better service to you by giving us feedback. We value your ideas and suggestions. If you are interested in contributing your ideas to the service we provide, please leave your details at reception for Aneta Klis

### **TELEPHONE TRIAGING:**

You may have notice recently the reception staff are triaging ALL telephone calls at the GP'S request

This is to make sure appointment requests **on the day are for "emergency patients only"** and to make sure that you are seeing the best member of our team

**The Nunhead Surgery now has its own website**  
**Please log on and take a look around.**

[www.nunheadsurgery.co.uk](http://www.nunheadsurgery.co.uk)

In June 2016



**177 patients**

DID NOT ATTEND their appointment with a clinician

This is equal to:

**12 Doctor AM Clinics being empty for the month**

**or**

**16 Nurses AM clinics being empty for the month**

Please make sure we have your correct mobile number, so we can remind you on the day, about your appointment by text. You can now also cancel your appointment via text by replying "CANCEL" to the text appointment reminder.

**Nurse's appointments**

**Please be aware we only have one nurse working at the surgery at the moment, nurses appointments are limited.**

The nurse's appointments can be pre-booked up to in advance.

Please make sure you cancel your appointment if you are unable to attend. By doing this you will be helping another patient get a much needed appointment.

**Healthcare assistant appointments**

The HCA's appointments can be pre-booked up to in advance.

**Our Healthcare Assistant William is trained to deal with a vast number of problems, patients are asked to make appointments with him for any of the following;**

Ambulatory blood pressure monitoring, Blood Pressure checks, Blood Tests (elderly patients only) Diabetic Foot checks, Dressings, Flu Vaccines (over 16's), NHS Health checks, Removal of stitches, Smoking Cessation advice, Spirometry testing, ear syringing, COPD reviews and Holistic health assessments

**Doctor's appointments**

You can book a routine appointment to see a doctor up to 1 week in advance by phone or by using Emis Access (speak with reception for details).

**If you wake up unwell on the day**, please telephone the surgery as close to 8:00am and you will be given a URGENT appointment time or a telephone consultation with the emergency GP.

Please make sure you cancel your appointment if you are unable to attend. By doing this you will be helping another patient get a much needed appointment.