

Woolston Lodge Surgery

VOLUME 8, ISSUE 1

APRIL 2011

Message from Dr Jones

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I would like to take this opportunity to thank patients for their support over the last few years, in which we have had significant changes in the Practice. Since the autumn things at the Practice have stabilised significantly and we're looking forward to the future with our new team. I took on the role as Senior Partner in August and am ready to face the challenges of this new role.

It has been a very busy period in the practice with a high demand on the appointment's, however we have had significant numbers of appointments wasted by patients not arriving or informing us before hand. We have therefore introduced a new protocol for patients not attending, please see page four for more details. Appointments can be cancelled via telephone, internet or in person at the reception desk. Please ensure that you do inform us if you can not attend.

We will shortly be setting up an email patient participation group to give our patients the opportunity to express their views and opinions on the services we provide at the Practice, please keep an eye out in the Surgery for information on this.

Dr Jones
Senior Partner



**New Out of Hours
Telephone Number
from 1st June — see
page 3 for more details**

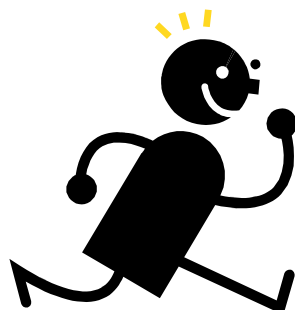
Useful Numbers

Woolston Lodge
Enquiries
023 8044 6733

Woolston Lodge
Appointments
023 8044 6735

NHS Direct
0845 4647

Out-Of-Hours
0845 601 8803



Well Done Dr Ruse
Dr Ruse took part in the
London Marathon in aid of
the Samaritans on Sunday
17th April.

Telephone Service

Did you know you can book, cancel and check your own appointments any time, night and day?

This telephone service is available at the Surgery.

All you need to use this new technology is a touch-tone telephone, your contact telephone number and date of birth. When you telephone the surgery, select one for the option for the automated booking service and then follow the simple instructions.



Online Services—Now Available

You can now book, cancel and amend appointments, change your contact details and request repeat prescriptions 24 hours a day, 7 days a week.

To request a user name and password please contact reception.



New Out of Hours Telephone Number

www.solent.nhs.uk

Solent **NHS**
NHS Trust



Monday - Friday
6.30pm - 8.00am
and all Weekends and
Bank Holidays

Out of Hours Service

0300 300 2012

For urgent medical problems
when your GP Surgery
is closed.



Text Message Appointment Reminder

Patients who have previously informed us of their mobile telephone, will be sent a text reminder 24 hours prior to their appointment. We hope that this new system will reduce the number of patients not attending their appointment.

If you wish to start receiving text message appointment reminders please inform the receptionist of your mobile telephone number. If we already have your mobile number but you wish to opt out from receiving text messages from the practice please inform one of our staff.

When will my prescription be ready?

Medication Request Submitted	Prescription Ready for Collection from the Reception Desk
Saturday	Wednesday
Sunday	Wednesday
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

Congratulations Sarah Harvey

Congratulations to Sarah Harvey our Administration Assistant who came second in the TPP (our computer system) Champion of the Year 2010–2011.

Sarah attended the TPP user group conference in Peterborough in May where the results were announced.

Well done Sarah!

PLEASE NOTE

Due to an increase in the number of wasted appointments through patient's failing to attend without informing the surgery, it has become necessary to implement the following policy: If you repeatedly fail to attend appointments you will be removed from this practice list and will have to find an alternative doctor. If you cannot attend your appointments for any reason please let us know as soon as possible, we can then offer the appointment to someone else. Thank you for your co-operation.

Visit us at: www.woolstonlodge.co.uk