

### **New Surgery Building - Update and patient consultation**

As previously reported in our bulletin, newsletters and on the surgery website, we continue to ask patients to complete a short survey to help us understand the impact of proposals on our patients. This is available on the link below, in the practice, or on our website.

<https://forms.office.com/r/Mz4MTTAg4s>

### **Repeat medication**

Please be aware that there is a 4 day practice closure due to the Jubilee bank holiday weekend and the surgery will be closed on Thursday 2<sup>nd</sup> and Friday 3<sup>rd</sup> June, with urgent advice from the out of hours GP service available from NHS 111. Please ensure your medication covers you over this period. For information, there is a recommended list of medicines advised by the NHS to be bought over the counter rather than via a prescription – dispensers and GP's are aware of this formulary.

### **Personal GP's**

As previously mentioned in our news items, each patient now has their own GP to help with continuity of care for our patients. The system is working well and we hope that our patients are finding the benefits of being able to speak to the same GP when needing advice. For urgent medical situations, if the patient's GP is not in surgery, then another GP covers their patient list.

### **Staff updates**

We welcome Carol Gent, our new phlebotomist, to the team.

Our Practice Nurse, Sister Aitken, has completed her training updates for Menopause and HRT and can be booked for appointments – please contact reception to book into one of these clinics.

### **Workload and pressures on staff**

Although many areas of life are returning to pre-pandemic levels, the NHS is still under severe strain dealing with the pandemic and all of its consequences. We remind patients that a face mask is still requested when entering the surgery (these are available on reception if patients do not have a face covering) and this is to protect our most vulnerable patients, who are continually accessing our services.

In addition, can we please ask patients to be kind to our staff, who are following the GP's instructions with regard to appointment bookings/systems of work and who always try to do the best they can for patients, with a demand for appointments which is always greater than the capacity of the NHS. We are needing to implement our Zero Tolerance policy more frequently as we need to ensure the well-being of our staff who work extremely hard for patients of the practice.