

Surgery Friends

We are grateful to the surgery friends for purchasing a new dispensary drug fridge to help with keeping patient medication at the correct temperatures.

If you wish to help with funding via this charity, please get in touch and we will direct you to the chairman.

Please let us know if you have any second hand books for our waiting room supplies. We have raised another £50 from donations by patients.

Long term condition reviews

Please note that due to the changes in our recall system to invite patients during their birthday month, some patient reviews will be called early this year.

Patients not attending appointments

Over the last few months, we have been updating figures on patients not attending appointments and not informing us; or cancelling at very short notice, which makes it very difficult to rebook the slot with another patient. This has equated to a loss of appointment time of more than 12 hours during June. We are sure that our patients understand that this is adding to our waiting times to see doctors and nurses, and we request that patients give us as much notice as possible if not able to attend (this can be done via reception, the website or via online services) to allow us to offer the appointment to another patient. Thank you.

Moving house and changing contact details

Please let us know any new contact details if you move address or change telephone numbers. Please also check with us if you are still in our catchment area, as we cover a wide area locally, so patients may not need to register with a new practice.

In addition, for 16 year olds and above, please give us your mobile number, as we need to take off parent's mobiles at this age.

Personalised lists

We advise patients to see their own GP for follow up care, to help with continuity of care. However, if you wish to book an appointment with another GP in the practice, this is also possible – just advise the receptionist when booking an appointment.

Friends and family Patient surveys

Following appointments, we send out a questionnaire to each patient to give them the opportunity to feedback to the practice on the service provided. We have received extremely good results over

the last 3 months between April – June 2025, with 565 questionnaires being returned and 97% positive feedback. Thank you so much to our patients – we very much appreciate this. If patients raise concerns through these surveys, we look for any themes arising and discuss any improvements that we can make to surgery systems. As the surveys are anonymous, if patients would like a response to a specific concern, please use our website feedback form or email the Practice Manager.