

Covid Spring booster programme

We are still offering covid vaccines again at the surgery for patients who are eligible – please look out for invitations direct from the practice, or contact us to book, if you are:

- are aged 75 or over
- are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment

Booking appointments for GP's

Since starting our online request system to replace triage and reduce the 8 30 am rush, we have processed 3,700 patient queries in the last 3 months. We encourage all patients to submit GP appointment requests via this system, as it allows the patient to directly let a GP know their symptoms, history and questions rather than reception passing on the information. Please give as much information as possible to allow the GP to assess your request.

However, if patients are not able to submit online, the receptionist will complete the form for the patient, either over the telephone or in person. The aim of this change is to enable us to meet the new requirements of the NHS/government regulations for General Practices whilst managing increase in demand from patients and ensuring that clinically urgent cases are seen quickly. Nurses, clinical pharmacists, physios and other team members are still directly bookable via reception.

Please ensure your mobile telephone, address and emails contact details are up-to-date with the practice, as we move more towards using electronic communication with patients.

RSV vaccine expansion programme

The RSV vaccine eligibility has changed from April – we will invite patients in to receive their vaccine, in order to manage appointments and supplies.

Email queries

We no longer use our surgery email for patient use – this is because it is not continuously monitored and we have been advised that this is not a safe system. Therefore, all patient queries should be submitted via our website online consultation form (forms are available during our opening hours (again to ensure safety in case of potentially urgent requests). Prescription requesting and other online services are still available to patients via the NHS app or systmonline at all times.

Tanvi Pathare First contact physiotherapist

Appointments are bookable directly by reception staff and Tanvi works at the practice one day per week and other local surgeries on other days, still bookable by our reception team. It is Tanvi's role to see patients quickly in order to assess, advise and decide upon a treatment plan with the patient – with referral for physiotherapy if indicated.

Patient parking

We are aware that parking around the surgery can be challenging. There are 2 disabled spaces in front of the staff car park for patient use. However, please do not park in front of the staff car park by the surgery door, as this is the exit for the duty dr if needed in an emergency. Thank you.

Reception staff

We are fortunate in that the majority of patients are respectful to our receptionists, in the same way that we expect our receptionists to treat patients. The receptionist role is always a difficult one – juggling answering telephones, dealing with patients queries at the reception desk, answering online queries and dealing with requests from GP's and other staff in the practice, as well as their own admin work. We are a small practice with a limited budget for services and staff and our receptionists are often the target of patient frustration with the NHS systems. Please help us to keep our receptionists working at the practice by being patient and kind to them.