

# ABINGDON MEDICAL PRACTICE



NEWSLETTER - SUMMER 2012



## STAFF NEWS

We would like to welcome back our nurse Amanda Afoa-Peterson and two new registrars Dr Panna Gandhi and Dr Mythily Srirajaskanthan. Dr Panna will be joining us for 6 months and Dr Srirajaskanthan for 1 year. We also have 2 new receptionists Evelina and Martiza Rodrigues.



## CAN'T GET AN APPOINTMENT - NOT ABLE TO CALL THE SURGERY?

Due to the closing of some of the practices in the area our telephones have been very busy. Why not register for EMIS Access - this allows access to all our available appointments and also allows you to cancel appointments - so please make your own appointment - details can be found under the registration

tag on our Website - [www.abingdonmedical.co.uk](http://www.abingdonmedical.co.uk).



## EMERGENCY APPOINTMENTS?

Those ringing in the morning for emergency appointments will now be able to speak to our triage nurse who will be able to decide on the best course of action.

## GETTING THROUGH ON THE TELEPHONE?

One of the major problems highlighted by the patient survey was the ability to phone through to the practice.

It is very difficult to maintain a friendly atmosphere but limit the telephone call length.

Please be aware of this when ringing the practice and avoid ringing for advice and results at our busiest period first thing in the morning

## PATIENT SURVEY

Thank you to our Patient Forum for all their work.

The full report concerning Patient Representation is now published on the website at [www.abingdonmedical.co.uk](http://www.abingdonmedical.co.uk) and will be updated when we complete our further survey next year.

There is now a new patient discussion forum available for you to discuss issues online at [www.abingdonmedical.co.uk](http://www.abingdonmedical.co.uk) If you wish to have your say you can leave feedback here.

Over the Summer we will be conducting a further survey to see how you are responding to the changes we have made.

## OUT OF HOURS SERVICE

If you have an emergency outside the surgery opening times, please call 111. You will then be directed to the right service.