

ABINGDON MEDICAL PRACTICE



NEWSLETTER - WINTER 2012



NEW STAFF

We would like to welcome our two new Registrars Dr Panna Gandhi and Dr Mythily Srirajakanthan. We also have two new Receptionists Ms Maritza Rodriguez and Ms Evalina Fijalkauskaite.

INFLUENZA VACCINES

Please make an appointment at reception if you are over 65 yrs of age or have a chronic disease for which you are under regular review.



THE NURSE TRIAGE SYSTEM

The nurse triage system has been in place over the past couple of months. The nurse will ring back patients requesting emergency appointments and discuss the appropriate action. This can save patients visiting the practice when their emergency requires hospitalisation. If you do request an emergency appointment please be

available when the nurse or doctor rings you back.

EMIS ACCESS WEB APPOINTMENT BOOKING?

Why not register for EMIS Access WEB appointment booking - this allows access to all our available Nurse, Health Care Assistant and Doctor appointments - so please make your own appointments - details can be found on our Website or forms are available from Reception.



So far 50 of you have signed up for this but only 25 appointments have been booked.

This type of appointment booking relieves the pressure on the telephones and allows you to choose your own convenient time.

It also gives you' the option to cancel appointments you cannot make .

PATIENT QUESTIONNAIRES



We would like to thank all of you who took the time to complete our 2012 patient survey. The results of this and all you comments will be discussed at our Patient Forum meeting in January. The full report will then be published on the website before April.

The main issue was still the ability to telephone the surgery. This is being addressed by the installation of new telephone lines so that a telephone queuing system can be introduced. We also have the nurse triage system and extra Receptionists to help in the morning.

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.