

## IMPORTANT PATIENT UPDATE

### Open Morning Surgery

To provide the best access possible for our patients we have decided to resume **Open Morning Surgery, for a trial period, from Monday 13th June, every weekday.**

**Please arrive at the surgery before 10.30am.** Access to the doctor will generally be in order of arrival unless clinical need dictates otherwise. Please be aware that if one doctor is very busy you may be seen by a different doctor.

We understand that for some of our patients returning to Open Morning Surgery will be extremely welcome announcement however, we have learnt from the pandemic that some of our patients prefer to prebook a telephone or face to face appointment with one of the doctors. You will also be able to book these appointments online two weeks in advance.

We hope to provide patients with an excellent range of appointments to suit all their needs however we may not get it right first time! We appreciate your patience.

#### **Surgery and Dispensary Opening Times**

We are open Monday to Friday 8.30 – 18.30

- 8.30 – 9.00 On the day telephone consultations with the doctors.
- 9.00 – 10.30 Open Surgery: where access to the doctors will be in order of arrival (arrive before 10.30am).
- 15.30 – 16.00 On the day telephone consultations with the doctors.
- 16.00 – 18.00 Pre-bookable telephone and face to face appointments with the doctors.

Saturday 8.30 – 11.00

8.30-9.00- on the day telephone consultations with the doctors (**Please note open surgeries on a Saturday are not returning**)

#### **First Contact Physiotherapy**

This service offers a direct appointment for patients reporting bone, joint or muscle problems, with a specialist physiotherapist onsite at the surgery, instead of them seeing a GP. This gives the patient faster access to expert diagnosis and advice and exercises to start tackling the problem. The physiotherapists can also refer on to hospital services where necessary, order tests and write prescriptions. It is reported that nationally just 5% of patients choose to see a GP afterwards and 96% would recommend the service to friends and family.

**Please contact reception to book an appointment**

#### **eConsult**

eConsult is a way to contact your GP practice online. eConsult is easy to use and will give your doctors all the information they need to triage and make sure every patient gets the care they need. You can use eConsult to ask for advice from one of our Doctors, for self-help information or if you have an administrative request. Please click on the link available on our website [www.puddletownsurgery.co.uk](http://www.puddletownsurgery.co.uk) . You will receive a response before the end of the next working day or sooner.