

Newsletter

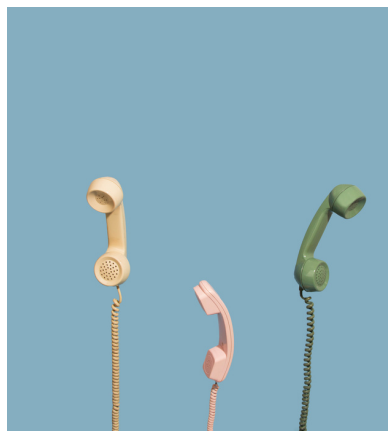
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Summer Safety

At long last we are getting to enjoy some glorious summer sun! However it is important that we all remember to do a few simple things to keep safe:

- Keep hydrated
- Regularly apply sunscreen
- Use insect repellent if you're prone to insect bites
- Take regular breaks from the sun to avoid heat stroke



Waiting times

Our reception team work extremely hard to answer your calls as quickly as possible. In May the average wait time was 1 minute 43 seconds.

Our busiest times on the phone are at 08:30 and 14:00. If you are calling for a general enquiry we advise avoiding these time slots to reduce your wait.

Diabetic Reviews

If you are a diabetic every year you will be invited for a review at the surgery to collect important health information, offer lifestyle advice and support the management of your diabetes.

You will initially be booked for a part 1 appointment with Kate who will carry out a blood test, observational measurements, foot check and give you advice.

The GP will review your blood test results and the observational measurements. This will be part 2 of your review. The GP will contact you via text or telephone to let you know your blood test results and any changes to your medication

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Childhood Imms

When your child is due their immunisations the Child Health department will send you a letter. If you don't receive a letter please contact the surgery. We will also follow up with anyone who does not book an appointment.

Immunisations are an important part of ensuring your child is best protected against certain diseases. We encourage all parents to immunise their children. We understand some parents have concerns around vaccinations and our Practice Nurse is more than happy to discuss any concerns with you.



Happy Retirement!

This week marked the end of an era at Atherley House Surgery as we wished our lovely Jean a long and happy retirement. Jean has been working with the practice for an incredible 39 years!!! Some of you may remember Jean in her role as Practice Manager and since stepping down has been a highly valued member of our administration team.

Thank you Jean for your loyalty and commitment to the practice over the past 39 years, from all at Atherley House we wish you the most wonderful retirement!



NEW EQUIPMENT

At the end of June we will be having a new piece of equipment installed in our waiting area. This will allow you to take your own height, weight, blood pressure and pulse in just a couple of minutes. In addition you will be able to complete health questionnaires and lifestyle information.

All of this information will be submitted directly to your medical record. This will help us hold the most up to date information for you whilst making your experience smoother.

In the future we hope to incorporate the use of the machine with some of our appointments. This will make information readily available to the clinician and increase the time you have to discuss your health concerns.

Alternatively if you just need to submit us some information requested by a clinician you will be able to do this with no appointment needed!

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HOW WAS YOUR EXPERIENCE?

We are always striving to improve our services and provide a better experience for our patients. Over the last 12 months we have made significant changes to the way we manage our appointments which has allowed us to increase the number of routine GP and Nurse appointments that we offer, implemented a new telephone system allowing us to manage and monitor our demand more effectively reducing patient wait times and streamlined processes in the practice to allow us to handle your enquiries more efficiently.

We love to hear from our patients, your feedback is so important to us. Your commendation when you have had excellent service means a lot to our team, but we understand things do not always go as smoothly as we would like. This feedback is just as important to help us review and change our processes.

We would be grateful if you could take the time to leave a review on our NHS webpage; this is a good reflection opportunity for us as a practice and helps new patients who are moving in to the area find a suitable practice local to them.

[Click here](#) to leave a review.

