

# GREENBANK SURGERY

By the Partners.... for the Patients

1/5/2014

Edition 8

## INVITE LETTERS STOPPED

With immediate effect we will **no longer be sending out routine letters or blood test forms** to invite patients to attend their ANNUAL CHRONIC DISEASE REVIEWS or for a FLU VACCINATION.

To make it easy to remember when your review is due simply have your annual "MOT check up" .....

**IN THE MONTH OF YOUR BIRTHDAY**

## Appointment Availability

We are constantly reviewing the appointments system and are aware, like every other GP surgery, that demand for appointments is at an all time high. We appreciate your patience and are in the process of recruiting a nurse practitioner who will run the drop in clinic and telephone advice –freeing up GPs for more routine clinic appointments. We are also in discussions about creating two new consultation rooms just off the main waiting area in preparation for the arrival of another doctor in the next 3 months.

## Communication

We are looking to communicate with our patients in other more efficient ways such as:

- SMS text message
- Email
- Our Website
- Messages printed on the repeat side of your medication prescription.

Please ensure your details are up to date either via the website or at reception.

## Do you really NEED to see a Doctor?

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To save you time and direct you to the most appropriate healthcare professional below is a list of examples of how certain things can be dealt with without seeing the GP:

### Morning after Pill

Chemist or Family planning clinic.

### Sprains, Strains and Back Pain

Physio or Chiropractor

### Foot/Nail problems

Podiatrist/Chiropodist

### Sexual Health

Family Planning or GUM clinic

### Mental Health

Now offer a drop in clinic every Monday @ 1-4pm at Making Space on Allen Street .

### Toothache/Dental Abscess

Dentist/Emergency Dentist

We closed at 1pm for training on Thursday 22<sup>nd</sup> May - For urgent advice or the out of hours service ring 111

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