

GREENBANK SURGERY

By the Partners.... for the Patients 10/1/2015

Edition 26

Evening & Weekend Appointments

Additional routine non urgent GP appointments at Bath Street Health & Wellbeing Centre are now available between 6pm-8pm weekdays and 8am-8pm at weekends.

If you are unable to book an appointment or one at a time convenient to you please ask the receptionist about these additional appointments at Bath Street.

For all urgent problems we offer the 8-10am daily drop (see update below) and telephone triage advice throughout the week.

Flu Clinics for Over 65's & at risk groups

Flu Clinics are now up and running – don't delay book in now for your Flu Vaccination and help protect yourself and others. Clinics available throughout the day and on a Wednesday evening.

Phone System

Our new phone system is being installed and we hope this will be a significant upgrade on the current one. Key new features will include

- Call queuing will inform patients how people are in front of them.
- Call direction to allow patients to select the department they require.
- More of our staff to answer the incoming calls at busy times of the day to reduce patient wait time.

Minor Ailment Clinics

Starting in August there will be minor ailment clinics running across the week in the morning and afternoon.

These appointments will be released on the same day and you will be assessed and treated by one of our Fully Qualified Nurse Practitioner who is able to prescribe, order tests/investigation and liaise with the Duty GP if required.

Examples of suitable conditions include, but are not limited to:

- UTIs
- Chest infections
- Ear/Nose/Throat problems
- Skin conditions
- Diarrhea

The reception staff have a full list of conditions that are suitable and will be able to help book you in with the appropriate person.

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