



## Staffing Update

We are delighted to welcome Dr Victoria Franklin to the practice as a permanent member of the clinical team.

Dr Nick Harpur will be taking a sabbatical from the surgery from late October and returning in April 2020. Dr Harpur's patients will be cared for by a locum doctor during his absence.

We are experiencing staff shortages in a few departments across the surgery. We are working hard to ensure the impact on patients is kept to a minimum and thank you for your understanding.

## System Upgrade

The surgery upgraded our computer system at the start of September and hopefully as patients you are now starting to see the benefits of the improvements such as the SMS appointment confirmations and reminders.

We would like to remind our patients who have previously been registered online this has now changed to System online.

We would like to encourage as many patients as possible to register for online services.

appointments, reorder prescriptions etc.

Please speak to a member of our reception team who will provide you with the details required.

## Christmas Hamper Raffle

We will soon be displaying our Christmas Hamper in reception. Details of the charities that will benefit from the proceeds will be announced in December.



## Flu Clinics

We have begun to offer flu clinic appointments at various times during the week and on Saturday's. Please contact reception to arrange your appointment

## Flooding

As you may see from the waiting room we sadly had a flood in the kitchen on the first floor which has caused extensive damage to three clinical rooms on the ground floor. We are in the process of drying the rooms out and then

once this is complete we will be able to repair the damage. We hope to keep the disruption to a minimum but

## Dispensary

The prescription line is now available 7 days a week. Patients will be required to leave a message including , name, date of birth and a list of the items they would like to order. Prescriptions will be ready for collection 72 hours after ordering.

## Ear Syringing

Our Ear Irrigation machine has recently broken and we are currently unable to provide this service. We have ordered a new machine. Patient's are reminded Ear Syringing must have been recommended by their GP. Patients will be asked to put drops in their ears for 10 days and a appointment booked with a nurse following this.

## Information Sharing

Please speak to a member of the reception staff if you are happy for the surgery to share your medical record with other medical professionals such as the hospital, paramedics and district nurses. Patients are also free to opt out of this service

