

Colby Medical centre Newsletter

Summer 2009

Issue 3

The surgery has a Zero tolerance policy. We will NOT tolerate abuse of our staff, verbal or otherwise. Please treat our staff with the same respect you would expect yourself.

Surgery opening times

Monday to Friday
8am until 6.30pm

Baby News

For those of who have not heard the news, Sandra had a little girl on 25th April. Mum Dad and baby are doing well.

Charges

The practice currently charges a fee for Private sick notes, Travel Vaccinations, examination following RTA, and letters to name a few – please ask the reception staff for an up-to-date price.

This fee is payable before your consultation.

We are sorry to hear that patients are having problems with appointments at the practice at present; we thought you might be interested to know how many patients booked appointments recently but **Did Not Attend** and did not bother cancelling.

March97.....

April89.....

May88.....

Total

This is approximately

PLEASE - if you do not need your appointment let us know as we have patients who really need them.

Booking Appointments

We would like to remind you that all appointments are for 10 minutes – In order that surgeries can run smoothly and to time if you have more than one issue to discuss please inform the staff at time of booking so that allowances can be made and patients are not waiting in reception to be seen for unacceptable lengths of time.

Pneumonia Vaccinations

These are available **free** of charge to all patients over the age of 65yrs and those under who are in at risk groups i.e diabetes, heart disease etc.

If you are not sure if you qualify please ask at reception.

Disabled Parking

When we move into the new lift building;

Please note that if you do not have a disabled parking badge then please do not use these specified bays, Parking for the centre is tight and you are preventing those with a real need from accessing the building..

Use of Walk-in-Centre

Due to the increasing number of patients who book appointments and do not turn up we are having to direct patients to the local Walk-in-Centres, these centres are designed to give patients easy access to assessment and treatment for minor illness and injury. They are well equipped to deal with coughs, colds sore throats rashes, wounds, earache, sore arms, legs, backs, urine infections, temperature symptoms to name a few. Please do not feel you are being “fobbed off” it really is the best place to be assessed rather than waiting for the next available appointment.

Prescriptions – Please remember requests for prescriptions **MUST** be in writing or e-mail, requests will not be taken over the telephone.

Repeat Prescriptions should not be requested during your consultation and should be requested in plenty of time so that you do not run out.

Please do not book an appointment to obtain you repeat prescription.