

# COLBY MEDICAL CENTRE

## NEWS LETTER

SPRING 2010

ISSUE 3

### DNA'S

During the past 3 months COLBY MEDICAL has had **218 Patients THAT DID NOT ATTEND FOR APPOINTMENTS**

Please contact the surgery if you cannot attend.

**COLBY** will shortly be moving into the new lift building .The New Address and Phone Number is :

**Colby Medical Centre  
The Bluebell Centre  
Bluebell Lane**

**Huyton  
L36,7XY**

**Phone No : 0151 244 3290**

**Fax No : 0151 244 4010**

### Patient Action Group

Patients interested in joining our patient action group please ask at reception. The staff will be happy to inform you of the details. It is an opportunity for you to discuss any issues you may have.

### Booking Appointment

In order for the surgeries to run smoothly we would like to remind you that all app'ts are for 10 minutes. Should you require a longer consultation, please inform the reception staff at time of booking. This is to ensure that patients are not waiting for an unacceptable lengths of time.

### Prescriptions

Please remember that request for repeat prescriptions **MUST** be ordered by using the repeat slip, in writing or by e-mail, requests will not be taken over the phone. Prescription will be ready to collect 48 hours later.

### Charges

The practice currently charges a fee for Private sick notes, Travel Vaccinations, examinations following a RTA and any medical forms/reports – please ask the reception staff for an up to date price.

**The fee is payable before your consultation.**

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.

### Walk in Centre

The walk in centre is open from 8am to 8pm seven days a week.

### Blood Tests

Blood tests are taken in Nutgrove Villa Clinic weekday mornings 8.30am to 11.30 am. max 80 patients seen.