

The Surgery's New Look!

As you can maybe tell the surgery has had a gradual change in appearance over the past couple of weeks. We now have an extra six consultation rooms in surgery and we are glad to be able to offer our patients further services in house such as Pain Management solutions.

We will soon be hosting an open day in surgery to welcome everybody in to celebrate our new appearance. Please except this as an invitation and as soon as we have decided on a date you will be the first to know!

The Extended Hours Hub

As of the 1st of September the practice has been awarded the Extended Hours contract. This means that all patients who wish to see a GP out of normal surgery hours can do so here at Conran and can make this appointment by calling the reception staff.

We are really quite proud of and are glad we can offer this first hand to our patients.

New Opening hours

As of the 28th of June the surgery's opening hours have changed to the following:

08:00 am- 6:30pm Monday
08:00 am- 6:30pm Tuesday
08:00 am- 6:30pm Wednesday
08:00 am- 6:30pm Thursday
08:00 am- 6:30pm Friday

This is a great opportunity for our patient Access and is a great way for us to be able to offer further appointments during the week.

DNA Procedure

As a surgery we have decided that the DNA policy used in practice has needed looking into this is due to the amount of new patients registering at the practice and to make sure we are utilising all appointments for patients who need them. As a whole we have worked on a similar protocol to most surgeries where a patient will DNA two appointments and will receive a telephone call off the Practice manager to ensure that this does not continue.

The new DNA procedure works on a BETA and GAMMA system where patients will be allocated and restricted in very rare circumstances due to missed appointments. Please see over attached a copy of the new protocol.

We are hoping this will dramatically reduce the amount of appointments missed and ensure that patients who need access to a GP can have exactly that.



GP'S in Training & Surgery Based Pharmacist.

We are proud to announce that the surgery is now a Teaching Practice for doctors. This is excellent news for all as at present the surgery has two extra clinical Staff for appointments. The two doctors working with us at present at the surgery are Dr Elizabeth Kelly and Dr Katherine Wadsworth and they will be with us until the 4th of December

As a practice we now have a pharmacist based in the surgery called Rishveen Sidhu, Rishveen is on hand to help with your prescriptions and is helping the surgery with ensuring medication needs are met following discharge from hospital.

If you receive a telephone or letter from her please contact the surgery so we can help point you in the right direction.

Flu Vaccinations
are now being
offered in
surgery, please
contact
reception to