

Practice Newsletter



Dr M L Swami & Partners

Welcome to our sixth issue of our new GP Newsletter - We hope you find the information helpful.

**New Patient Registrations**

Important notice - from Monday 14<sup>th</sup> November the Russell Street Surgery will NOT be accepting new patients (this does not include patients already registered at the practice, whose family members wish to join.) This will be for a 3 month period following a review in mid Feb. Burghfield Health Centre & Coley Park surgery will still be accepting patients living in the immediate area. We apologise for any inconvenience this may cause.

**Carers 'Are you looking after someone'**

There is free, personalised support available for patients at our practice. If you or someone you know is providing much needed care for a loved one please contact: Carers Hub 01183247333 lines are open Monday-Friday 9am-5pm.. In the waiting room at all 3 sites, we also have 'Carers identification' referral forms. Please feel free to complete one and hand it into Reception and the Practice Manager will pass your details onto the Carers Hub who will contact you direct and advise you of what support is on offer for you

**In-house patient survey**

The practice will be conducting a short survey from the 1<sup>st</sup> November 16. Please feel free to participate as your comments and feedback are very important and helps to improve our services. The results of this survey will be published in our Jan/Feb 17 newsletter.

**Patient Online Services**

If you would like to register for our online services please ask at Reception. This will enable you to book your appointments and order your repeat prescriptions at a convenient time.

**Did not attend appointment results (DNA)**

MONTH	AVAILABLE APPTS	DNA
Nov	3097	293
Dec	2765	280

**New Staff Member**

We would like to welcome our new Receptionist at the Burghfield Health Centre, Sangeetha Shenoy who will be joining us on 4<sup>th</sup> January 2017.

A big thank you to all our patients who show up to pre-booked appointments, the amount of DNA's for the Nov/Dec has increased which is very disappointing. Please ensure we have your correct mobile number on file so that you can receive appointment text reminders. If for any reason you cannot attend an appointment please notify us, well in advance, so that we can offer this appointment to someone else.

We would like to wish you all a very Merry Christmas & a Happy New Year!!  
Once again if you have any suggestions please speak with the Practice Manager. Thank you Kerrie Naish/Practice Manager