

SPRING NEWSLETTER- FOREST HILL ROAD GROUP PRACTICE

Patient Participation Group (PPG)

Thank you to all those patients who attended the last PPG meeting in February 2016. The minutes are now available on the website- www.fhrgp.co.uk

The next PPG meeting will take place on 28th April 2016.

New appointment system

Following feedback from the PPG and the NHS Choices website, we have re-designed our appointment system and will be launching the new system on **Monday 4th April 2016**. We acknowledge the frustration of the previous long wait for routine appointments and the new system will address this:

- Much greater number of pre-bookable appointments, so reduced waiting time for routine appointments
- Greater mix of available appointments – routine pre-bookable, on-the-day, book 3-5 days ahead, telephone appointments and telephone triage appointments
- A duty doctor will still be available but only for urgent **medical** matters which cannot wait until the next appointment
- Patients will still be able to request an appointment at our Access Clinic at The Lister medical Centre, which provides GP appointments from 8.00a.m -8.00p.m, 7 days a week

How you can help

- Please phone before 10.30a.m if you feel you need a same day appointment
- Use your local pharmacy as appropriate (Pharmacy First scheme provides free treatment for a wide variety of minor ailments e.g hayfever, conjunctivitis, head lice, threadworms etc)
- Make use of other healthcare professionals in the team e.g Practice-based pharmacist (Rachel) for medication reviews, practice nurses for blood pressure checks, contraception advice, smears or travel advice

- Please let us know if you are unable to attend your appointment – so that it can be offered to someone else who needs it

New GPs

We are very pleased to be welcoming 4 GPs to the practice team:

- Dr Emma Burton Brown (permanent GP , working 3 days a week)
- Dr Payam Torabi (male GP, who will be working 2 days a week until October 2016)
- Dr Beatrice Lyons (part-time GP trainee, who will be with us for 18 months)
- Dr Sangeeta Ravi-Shankar (full-time GP trainee, who will be with us from February to August 2016)

Monthly Saturday Morning Surgeries

We will also be providing monthly Saturday morning surgeries for those patients who are unable to attend the surgery during normal surgery hours. The Saturday morning surgeries will provide **pre-bookable appointments only**.

New contraceptive implant service

Dr Burton Brown is trained in the insertion and removal of contraceptive implants

The Forest Hill Road Surgery Team – April 2016