

Practice Newsletter – December 2018

Welcome to our Newsletter.

Our newsletter has some important news about developments in the practice as well as other matters which we hope will be of interest to our patients. Please let us know if you would like this newsletter emailed directly to you; we only produce one up to six times a year.

New telephone system

Later this month we are having a new, up to date telephone system installed. This will give us access to many new features, will be more reliable and will help us to manage our phone calls more efficiently. **Our main number will not change (01503 266960)** and patients may not notice very much difference except that the call queueing system will be improved and there will be a new welcome message explaining changed options when you call the practice.

IMPORTANT: The new system goes “live” on **Thursday 20th December**. On that day there is an **unavoidable interruption to our telephone access**. This is necessary as our phone number is transferred from the old network to the new. **Patients will be unable to call the practice during this time.**

If you need to call the surgery on that day, please be aware of this; if the phone line appears to be “dead”, please wait and try again after an hour. If your call can wait until another day, please contact us at another time. If you need a doctor urgently, please call 999 in the case of a life threatening emergency or 111 for less critical advice.

We do apologise for any anxiety or inconvenience this may cause and will do all we can, with our contractors, to make the transition as smooth as possible. We are using a system in use in many GP surgeries throughout the South West of England so are looking forward to taking advantage of its benefits – but please be patient with us if mistakes are made in the early days as we learn to use it. Thank you.

On-line pharmacies

Some patients have told us they have received letters from “**Pharmacy2U**” which they thought had been sent by us. Pharmacy2U is an on-line pharmacy and they are actively recruiting patients in this area – but they are nothing to do with the practice and we have never provided them with your name, address or other details, nor wish to promote or endorse their service.

If you choose to register with their service, please be aware this may limit the extent to which we can help you with prescription queries and, for Pelynt patients, removes you from our dispensing patient list so we cannot serve you there ourselves.

The lift is back in action!

Recent visitors to the practice, especially if seeing a doctor upstairs, will have noticed that our lift has been out of order for some weeks. We do apologise for any inconvenience caused and are grateful for your patience while necessary repairs were carried out. The lift control panel had reached the end of its useful life and has now been replaced – although the lift itself may seem unchanged, almost everything else is new!

Whether or not you use the lift, when you check in, please remember that your doctor may be working upstairs, including Dr Roy, Dr Kodde, Dr Mogford, Dr Stephenson and Dr Buchanan.

Correspondence

Patients often ask us why we send so many letters and there are various reasons. For example, we often telephone to arrange appointments but if there's no response we follow up with a letter. We will also write if we don't have an up to date telephone number for you.

If we write to you and don't get a response, we are obliged to try to contact you again as we think what we have to say to you is important. It's helpful if you respond to the first letter, even if only to say that you don't want an appointment or whatever else is being offered. If we don't hear from you we will continue to try to reach you and this takes both time and money, so we are grateful when patients get back to us reasonably promptly.

Christmas is coming – don't panic!

It's December, so it's time to look ahead to the holidays at the end of the month.

The practice will be closed on the weekend and bank holidays only; we will be open as usual throughout w/c 17th December, on Monday 24th December, Thursday 27th, Friday 28th and Monday 31st December and then again from Wednesday 2nd January 2019.

The only exception to our normal routine that we plan is that there will be no morning clinic in Polperro on Christmas Eve, Monday December 24th, and no afternoon clinic in Pelynt too.

If you are going away, you may like to order your repeat prescriptions in advance. If so, please give us as much notice as possible but for most of you, as we are in fact only closed for three extra bank holidays in this period, there may be no need at all to change your ordering patterns.

*Merry Christmas
and a happy – and healthy – New Year
to all our patients!*