



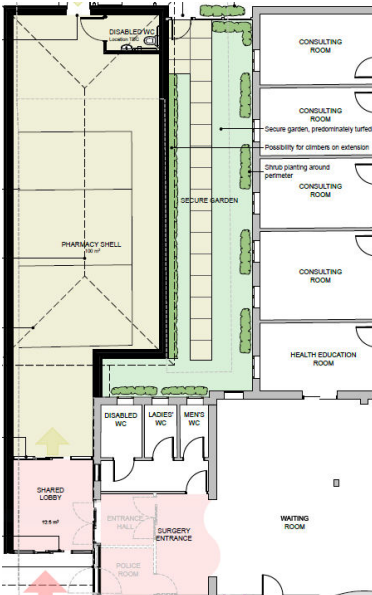
St George's Medical Centre

Parsons Lane ~ Littleport ~ CB6 1JU
Telephone ~ 01353 864100
www.stgeorges-littleport.co.uk

NEWSLETTER

Issue 6

March 2015



BUILDING WORK

Building work is due to start in March/early April to an external extension to the practice. We understand that this work will take around twenty-four weeks and once completed we hope to be able to offer on-site Pharmacy facilities once again.

In the mean time there should be minimal disruption to the day to day activities of the surgery but we would appreciate your patience and understanding as there will be times when we will need to use an alternative "front door".

There will also be some minor changes to the waiting room including the installation of air conditioning.

Have your say to improve your care



How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

When you receive care at this surgery you can fill out a questionnaire to give us feedback. It gives you a chance to tell us what you think about your experience, good or bad. You can explain your answer and tell us how we can improve things. Questionnaires are in reception and online. We will then publish the results in the practice and on our website.

MORE TRIAGE APPOINTMENTS

As you know there has been an exceptionally high demand for appointments and treatment this winter.

From **Monday 16th March** we are going to offer more triage and telephone appointments. There will be fewer appointments to book "on the day" but you will be able to talk to a GP. A large number of problems can be dealt with over the phone but if the doctor feels that you need to be seen you will be offered an appointment.

Please do not come to the surgery to see a doctor if you do not already have an appointment.



New Doctors

We have welcomed two new GPs to the practice.

Dr Sam Haridas and Dr Zoe Hutchinson.



Telephone Numbers

Addenbrooke's Hospital

01223 245151

...

Children's Centre

01353 612770

...

Community Midwives

01223 586790

...

District Nurses

0844 9310045

...

Health Visitors

01353 725560

...

Lloyds Chemist

01353 860260

Minor Injuries Unit

(Princess of Wales Hospital)

01353 656675

...

Out of Hours (urgent only)

01353 864100 or 111

...

Princess of Wales Hos Ely

01353 652000

...

Q.E. Hospital King's Lynn

(Appointments at SGMC)

01353 864145

St George's Patient Group



The number of patients on our email list for the patient group continues to grow. It is a great way to communicate with our patients when we want to share information or seek opinions. This year we haven't done a survey, but we will be looking to share the annual report with our patients, before it is published on our website.

Dr Hutchinson is keen to arrange a meeting with patients, so if there is a subject you would like us to cover please get in touch. Click on "contact us" on the Patient and Carer Group page of our website.

New Electronic Notice Board and Call System



If you have been to the surgery recently you will have noticed the new patient calling system. We hope you agree that it is much easier to see and read than the old Jayex board and it keeps you entertained with public health messages and practice notices whilst you are waiting.

Many thanks to PULSE (Patients and Users, Lenders of Specialist Equipment) their fundraising efforts have helped to pay for this and other new equipment for the surgery. We hope that patients will appreciate the benefits of this new form of communication.

When we are Closed For **urgent** appointments outside our normal working hours, call the surgery number to be put straight through to 111.

Details can be found on our website www.stgeorges-littleport.co.uk

Staff Training

The Surgery closes three or four afternoons a year for staff training. We cover a range of topics which practice staff are involved in such as clinical audit, research, risk management, information management etc in order to maintain and improve the quality of the care we provide to our patients. **We will be closed on Thursday afternoon, 25th June 2015.**



Telephone and Reception Opening Times

- ◆ The **emergencies only** telephone is open from 8.00am each morning.
- ◆ The general telephone lines open at 8.30am and close at 6.00pm.
- ◆ The reception desk is open each week day but closes between 12.30pm and 1.15pm, however you can still contact us by telephone over lunch time for **emergencies only**.
- ◆ There is no reception cover for any appointments after 6.00pm.

Surgery Dispensary Opening Times

Monday to Friday
8.30am ~ 12.00pm
Mon, Tue, Wed and Fri
2.00pm ~ 6.00pm
Thursday
3.00pm ~ 6.00pm

Surgery Opening Times

Monday to Friday
8.00am ~ 12.30pm + 1.15pm ~ 6.00pm

Extended opening hours

Tuesday and Thursday
6.30pm ~ 7.30pm