

# ST AGNES SURGERY NEWS LETTER

March 2012



## Registrars

Dr Anna Harrold who was with us part-time for 6 months has left and is now a fully fledged GP. We may well see her back as a locum in the future. Dr Vicky Barnard will remain at the practice until the end of July. She will be replaced by Dr Anita Cyril in August, when we will also be welcoming back Dr Chris Ireland who will spend a year with us.



## Patient Participation Group

The St Agnes PPG is up and running and the members have been busy with a patient questionnaire to enable us to gain insight into areas where the practice can improve. The main gist of the results (which will be published on our website: [www.stagnessurgery.co.uk](http://www.stagnessurgery.co.uk)) has shown that we are still not as good as communicating as we would like. Hence this news letter, which will be published on a regular basis. There is also an interest in telephone consultations which is something we will look into in the future.

The St Agnes Patient Participation Group have a dedicated email address ([stagnesppg@hotmail.co.uk](mailto:stagnesppg@hotmail.co.uk)) and can also be accessed via Facebook. Simply type in StagnesPPG. We welcome comments and ideas and would like to encourage patients to take part. There is also a questionnaire on our surgery website as we do welcome continuing input from our patients.

A report is available on our website about the questionnaire and the resulting changes.

## **Appointments**

From our questionnaire it has become evident that not all patients are aware that they can book routine appointments 4 weeks in advance. Please also note that if you are not concerned about seeing a particular doctor, there is more availability. If your problem is urgent and you need to be seen on the same day, you will be seen by whichever doctor is able to fit you in. In those circumstances we are unable to guarantee you will be able to see the doctor of your choice.

## **Sickness**

A topic that seems to be self-explanatory in a surgery newsletter, but in this case the unfortunately illness of two partners at the practice. However we are delighted that Dr Neil Henderson will be returning to work next month. Dr Jane Naylor is still off sick and at present it is unclear when she will be able to return.



One of our practice nurses will be returning to work towards the end of April and we have been fortunate to have been able to provide a continuing nursing service with our wonderful practice nurse team (down to two for a while!) and our locum nurse.

## **Bank Holidays**

Please note that over the Easter period the surgery will be closed:

**Friday 6<sup>th</sup> April**

**Monday 9<sup>th</sup> April**

The surgery is also closed on:

**Monday 7<sup>th</sup> May**

**Monday 4<sup>th</sup> June**

**Tuesday 5<sup>th</sup> June**

Emergencies will be covered in the usual way by the Out of Hours Service. Simply dial the surgery on 01872 553881 and you will be transferred automatically.



## **Opening Times**

Not all patients are aware of our early morning clinics:

### **Morning Clinics**

Monday to Friday                      8.30 am - 11.00 am

### **Afternoon Clinics**

Monday to Friday                      3.30 pm - 5.20 pm

On some days of the week appointments are available from 2.00 pm-4.00 pm

### **Extended Opening Hours:**

St. Agnes Surgery offers extra appointments for people who are unable to attend the surgery during ordinary opening hours

These appointments can be pre-booked up to 4 weeks in advance of the day required.

Wednesdays                              7.30 am - 8.00 am

Fridays                                        7.15 am - 8.00 am