



Topcliffe Surgery News Autumn 2011

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www.topcliffesurgery.co.uk

Patient Questionnaire

Shortly we will be issuing a questionnaire for patients attending in November. This is very similar to the previous questionnaires we have used. It is a useful tool for us as GPs to understand the type of care that we are providing and how we can improve. This time we are adding some additional questions related to communication and in particular about the telephone system. We have a simple system and we are concerned there may be a problem with getting through to us. These additional questions will also be available in reception and on the website.



Surgery Website

The website has had a bit of a spring clean and has a new, crisp look. Have a look and let us know what you think

Unused Appointments

38 this month so far

Did you know there were 38 unused appointments with the doctors this month. Mostly these surgeries run on time so the appointment system is efficient for all of us. Please remember call and book an appointment. We would prefer you to book an appointment where possible rather than just use the walk-in

NHS Health Checks

We will soon be sending out invites to those 40-74 years starting with those who we believe could be at most risk. So please make your appointment once you have received your invitation. It is a rolling 5 year program, so if you do not hear from us straight away, we will get round to you.

Friday Afternoon

We are trialling a new system for the Friday afternoon surgery. This is to anticipate the increased winter demand over the flu season. There will be a special opportunity to speak to the duty doctor between 2 and 3pm if you feel you need help. If we can help over the phone we will, otherwise you can attend the walk-in surgery or be made an appointment. Hopefully this will avoid prolonged waits in the waiting room



Accident and Emergency



We are taking part in a scheme to reduce attendances to A+E. They are for major injuries, large cuts and breaks. For other ailments, such as diarrhoea,

coughs, rashes, fevers, please use the surgery or the Out-of Hours service. Just ring the surgery number 01845 577297. This will save considerable amounts of money that could be used to better effect.

Thursday afternoons - there is a duty doctor available for the more urgent cases every Thursday afternoon. Please ring the surgery and the doctor will contact you

SURGERY TIMETABLE

The following core timetable will be subject to change in the event of holiday or sickness.

NURSES' TIMETABLE

Monday	08:00-09:00	Appointments
	09:00-10:00	Walk-in
	10:30-11:30	Appointments
	15:30-18:00	Walk-in

Tuesday	08:00-09:00	Appointments
	09:00-10:00	Walk-in
	10:30-11:00	Appointments
	15:00-15:30	Appointments
	15:30-18:00	Walk-in

Wednesday	08:00-09:00	Appointments
	09:00-10:00	Walk-in
	10:30-11:00	Appointments
	15:00-15:30	Appointments
	15:30-18:00	Walk-in

Thursday	08:00-09:00	Appointments
	09:00-10:00	Walk-in
	10:30-11:00	Appointments
	08:00-11:00	Appointments with Sister Bylo for
	Closed from	No evening surgery

Friday	08:00-09:00	Appointments
	09:00-10:00	Walk-in
	10:30-11:30	Appointments
	15:30-18:00	Walk-in

Ready to give up smoking?



If you are wanting to give up smoking, we are willing to help. Both the nurses are trained smoking cessation advisors, so they are the people to see. Please make an appointment and you can then discuss the various help that is available. It is not easy, so if you have a slip up, don't feel ashamed to come back. At the very least please ring and let them know how you are getting on.