

NEW LYMINGE SURGERY & PATIENT PARTICIPATION GROUP NEWSHEET

CONTACT DETAILS

Please make sure that your contact details at the Practice are up to date. It is important that your mobile number is correct so that you are able to receive text reminders for pre booked appointments. These are the appointments which are most frequently not attended!! Receiving a text reminder will enable you to either attend or contact the practice to cancel. If you cancel your appointment it can be offered to another patient. It is also important that landline numbers, email addresses and postal addresses are up to date so that the practice can contact you should they need to do so.

ONLINE ACCESS

The Practice is keen for as many patients as possible to use on-line access to order repeat medication and book appointments. If you are not already registered for this facility, the reception team can tell you what you need to do. So, if you have access to the internet, please ask at reception next time you are in the surgery or look at the practice website on www.newlymingsurgery.co.uk

PLANNED CHANGES TO THE PRACTICE COMPUTER SYSTEM

The Practice is undertaking a major computer system upgrade in September 2019. Whilst this change is taking place the Practice may have to operate limited clinics for a day or so. Rest assured there will be limited disruption to the service. There will be more detailed information available in due course.

APPOINTMENTS FOR MINOR ILLNESS

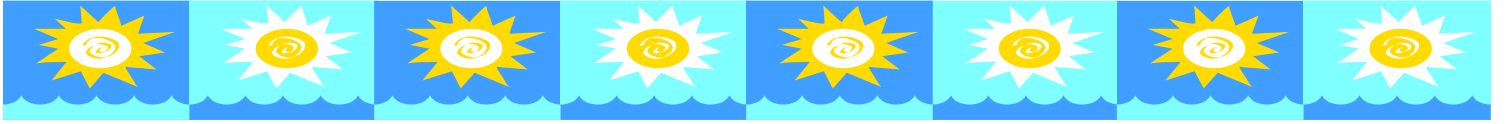
When telephoning for a Doctor's appointment you will be asked why you need to be seen. This is to enable the Practice to ensure that you are seen by the most appropriate healthcare professional. This may mean that you will be asked to attend a minor illness clinic at Oaklands health Centre Hythe or the Royal Victoria hospital Folkestone

PARKING

Another request for patients to make appropriate use of the Practice car park. A reminder that the car park is for the use of patients attending the Practice only – not those dog walking nearby or popping to the shops . Thank you.



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