



**NEW LYMINGE SURGERY
PATIENT PARTICIPATION GROUP NEWSHEET**

NEW TELEPHONE SYSTEM

New Lyminge Surgery is about to replace its existing telephone system with a state of the art system. Installation is expected to be late November and it is hoped that there will be very minimal downtime so patients ringing in should not experience any difficulties.

ON LINE APPOINTMENT BOOKING

The surgery is keen to encourage patients to book their appointments and order their repeat medication online wherever possible. To register for this facility you will need to complete an application form - obtainable from reception. You will need to provide ID. You will be sent a code which you will need to set up your online account. A form is required for each member of the household wishing to register for an online account. More online bookings mean fewer telephone calls to the surgery!

2017 FLU CAMPAIGN

The campaign was a huge success with over 800 patients attending the 2 Saturday morning flu clinics. The throughput was fast and efficient with patients waiting no more than a couple of minutes AND getting a chocolate! The surgery plans to run the same open clinics for 2018 and encourages all eligible patients to attend these clinics wherever possible.

PATIENT SURVEY 2018

The PPG and the surgery will carry out a patient survey in Jan/Feb 2018.

Christmas Opening Hours.

Date	
22 Dec	<u>Normal Working</u>
23 Dec	<u>Closed All Day</u>
24 Dec	<u>Closed All Day</u>
25 Dec	<u>Closed All Day</u>
26 Dec	<u>Closed All Day</u>
27 to 29 Dec	<u>Normal Working</u>
1 Jan	<u>Closed All Day</u>

**Surgery Is back to normal arrangements
as from the 2nd January**

**Please remember should you require a
doctor out of hours please phone 111. The
number is also recorded on our answer
machine at the surgery *******

**MERRY CHRISTMAS TO ALL AND A HAPPY
HEALTHY NEW YEAR**





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