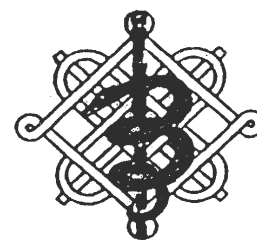


WESTFIELD SURGERY NEWSLETTER



WINTER 2015/16 www.westfieldsurgeryleominster.co.uk

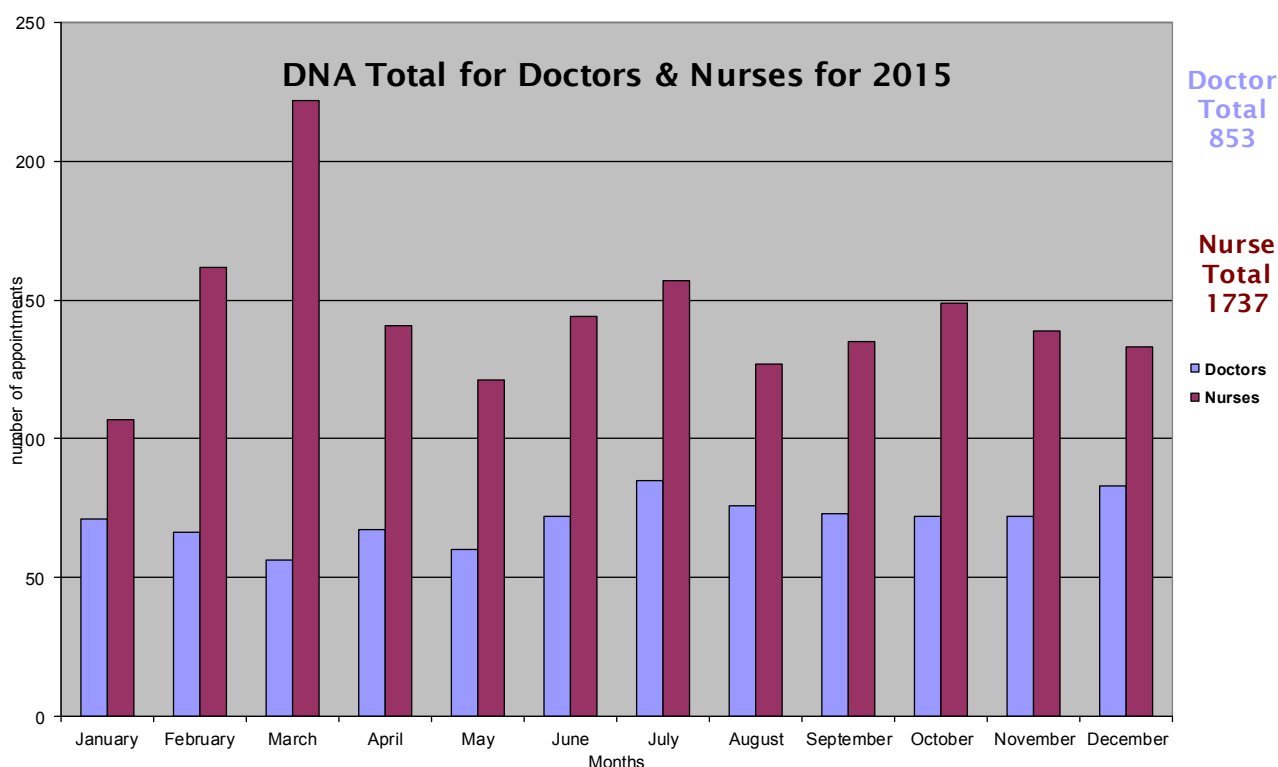
Welcome to the Winter Edition of our Practice
Newsletter.



HAPPY NEW YEAR TO ALL OUR PATIENTS

It was another busy year for us last year and we look forward to the new year ahead and welcome your feedback and comments to help us improve our services for the coming year.

One area that always causes us concern is the high DNA rate that we have. If you are unable to keep your appointment then please do let us know as soon as possible.





REMINDERS

If you would like a flu jab this winter and have not yet booked an appointment with our nurses please do so quickly before we run out of stock. We recommend that you have a flu jab if you are over 65 and in an at risk group.

If you change any of your personal details —NAME, ADDRESS OR PHONE NUMBER - please let us know so that your records can be update as quickly as possible.

UNDERSTANDING OUR APPOINTMENT SYSTEM

Our appointment system allows patients to see the Doctor of their choice by being able to pre-book appointments in advance. Please be aware that you may have to wait for an appointment to see the Doctor of your choice, if this is not acceptable we will offer you a telephone consultation with that Doctor or an appointment with another Doctor.

Please do not ring at 8am hoping to see a specific Doctor for a routine appointment as this may not always be possible. We only recommend you phone at 8am if you need contact with a Doctor that day, this way we can offer the best service to all our patients and make contacting the surgery easier.

If the problem is more urgent then we have a dedicated Duty Doctor every day and we will arrange for them to phone you back for a telephone consultation but if they feel you need to be seen they can arrange that for you.

Please be patient with us, we are a very busy surgery and always try to accommodate every request but demand for appointments is high and not every doctor works full time. We will do our best to always book you an appointment with the Doctor of choice but please understand this may not always be possible but you will always be offered contact with a doctor.

Comment Box:

