

SOMERTON HOUSE SURGERY NEWSLETTER

July 2010

SURGERY UPDATES

STAFF CHANGES

We are delighted to welcome Dr Emma Evans to the Practice. An experienced doctor who previously worked at Westbury, she has a special interest and experience in family planning. As well as helping with the day-to-day work, the addition of Dr Evans to the team allows us to provide more appointments per week. Her list is open to new patients wishing to register with the Practice, but in addition, all of the other doctors at Somerton House are happy for any of their patients to change to her if they so wish.

DR SMITH

Since returning from maternity leave last year, Dr Smith has reduced her hours. She will now be available for four sessions per week instead of six.

PATIENTS who do not arrive and do not cancel their appointment

We have quite a number of patients monthly (average 40) who do not turn up for appointments. We have developed a service where a patient can be reminded through text about their appointment and we have a new number you can text to cancel your appointment. If you are interested in this please see reception. You can also cancel your appointment on-line using a username and password which reception can supply to you. **It is important that if you cannot attend, you cancel your appointment.**

PREMISES

Our plan to build new premises had been proceeding slowly but surely, but have unfortunately stalled with the new government's crackdown on public spending. We are continuing to explore all avenues in this respect.

WEBSITE

A reminder that the surgery has its own website. www.somertonhousesurgery.co.uk

You can register online to order:-

- Repeat medication.
- Cancel an appointment or request an appointment.
- Update your contact details.
- Complete a feedback form for the Practice Manager

REPEAT PRESCRIPTIONS

Please **DO NOT** ring the surgery for a repeat prescription. There are a number of ways you can request your repeat medication either by:-

- Ordering on-line (see reception for details)
- Sending through the post with a SAE if you want it returned by post.
- Handing your request in at reception.

EXTENDED OPENING HOURS

We are currently offering Saturday morning surgeries twice per month. These are pre-bookable and are developed to help those patients who work all day and are away from the area.

FOSH

We are still looking at increasing the number of patients to help with our Patient Participation Group, the group have named themselves FOSH (Friends of Somerton House) please ask to see Mrs Susan Norris if interested.

Opening times

8-15 - 6-15pm

Mon – Fri

**Out of Hours,
weekends and
Bank Holidays**

03000 33 99 33

Special points of interest:

- If you have a mobile phone it would be useful for us to have this number on our records. Please fill out a slip at reception. We can use your number to send you appointment reminders, if you are interested.

Thank you.

