

News from Holbrook and Shotley Surgery

Long term condition annual checks

We have recently made changes to our checks that we use to monitor long term conditions such as diabetes, asthma etc. These will now be done on an annual basis except for those who are diabetic, which will remain half yearly. It is therefore even more important that you attend regularly for your check so that we can continue to prescribe your medications in a safe manner and ensure that we are treating your condition optimally. We have redesigned our letter which should explain more about our process and have a dedicated staff member who can answer queries for you. Finally, in order to streamline this process we have had to alter some of the dates on which we call you for your check. This may be sooner than you expected but please attend when we call you to ensure this new system runs smoothly.

Training afternoons

Our next sessions are on Thursday 16th April and Wednesday 13th May. Both sites will be closed from 1pm and you will be unable to call in, collect prescriptions or telephone us. If you have a medical query that cannot wait until the following day please ring 111 (or 999 in an emergency).

Dispensary opening hours

Please be advised that after Easter the dispensary will be closed each day between 1-2pm to enable staff to dispense without interruption and keep on top of an ever increasing workload. We apologise for any inconvenience this may cause but have not taken the decision lightly and hope this will help maintain the high level of service we provide to you.

Julia Smith
Practice Manager