

News from Holbrook and Shotley Surgery

Training afternoons

Our next training session is on Wednesday 24th June; no meetings are planned for July and August. 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).

Complaints and Compliments

We always welcome compliments from our patients and encourage you to complete our Friends and Family Test either online via our website or using the paper form in the practice. If you have a complaint, please contact me in the first instance so that we can try and resolve this quickly for you. We do monitor the feedback we receive and would like the opportunity to improve our services where we can.

Unused medications

We are running a campaign to heighten awareness of money wasted through over-ordering medication which is then unused. We will be filling a crate at Shotley with returned medication and will ask you to guess how much this costs the NHS. Please continue to return your unused medications to us but consider your order if you still have medication to use at home.

Change of Doctors

Sadly, Dr King has decided to retire at the end of September this year. He has been a partner at the practice since 1988 and will be missed by all. Dr Dineen will be reducing his hours at the same time. Some of you may have met Dr Jonathan D'Souza who has been a locum at the practice for a couple of months and will be joining us as a partner on 1st October. Please remember that although all patients have been allocated a named GP, you may see any of our doctors, though you may have to wait longer to see the doctor of your choice.

Julia Smith
Practice Manager