

News from Holbrook and Shotley Surgery

Training days

Our next training afternoons will be on Thursday 9th February and Thursday 23rd March when we will be shut from 1pm. Please ring 111 for advice if your query cannot wait until the following day. In an emergency, dial 999.

Peninsula Patient Network

Our Patient Group has been active over the last few months and preparing to relaunch this year. They are holding an Awareness Week from 20th to 24th February so please pop in and meet our core representatives to see what they've been up to and how you can help.

If you would like to be contacted with small surveys or to answer questions on an occasional basis, please email peninsulapatientnetwork@gmail.com or drop your details into the practice.

Patient Feedback

Thank you to all who completed feedback using the Friends and Family Test. We are delighted to report that out of 222 responses so far, 184 would be extremely likely and 21 would be likely to recommend our practice to friends and family – that's over 92% positive feedback!

Our aim is always to provide the best possible service that we can to our patients. However, we recognise that we can always improve and that occasionally we can get it wrong. If you do need to complain, please write to the Practice Manager at the surgery. All complaints are taken seriously and investigated thoroughly and independently. We will give a full written explanation, an apology and we will learn from any mistakes.

We will endeavour to continue with the same high standards in 2017.

Julia Smith
Practice Manager