

News from Holbrook and Shotley Surgery

Feedback from Patient Network Awareness Week

We have now had time to analyse feedback from the awareness week. Thank you to all those who left such positive comments, our doctors and staff really appreciate this. Some patients complained that they had seen people returning to our car park from the Co-op in Holbrook or the Post Office in Shotley. We would ask that you limit the time in the car park to your appointment or park in the surrounding area if you wish to stay longer. Some patients asked that our clinicians are more punctual. This is a difficult one as occasionally patients do need more than the 10 minutes for their appointment and we like to give them the time needed. We do also have emergencies. These events mean that sometimes we do run a little late but our receptionists will advise if this is the case and offer to rebook your appointment if necessary. If you do feel you need more time with the doctor, please ask for a double appointment when you book. I was asked to clarify how many GPs work at each surgery. We have five GP partners and one salaried GP but have a small contingent of locum GPs to ensure continuity. All patients have a named GP but you are welcome to see any doctor available.

Extended hours' surgeries

We are now able to offer the following additional appointments outside our core hours:

- Telephone appointments until 7pm on a Tuesday evening at Holbrook and on a Thursday evening at Shotley
- Face to face appointments on a Monday morning from 7.30am at Holbrook and on a Saturday morning from 8.30 - 10.30am at Holbrook

We hope this offers more flexibility to our patients. Don't forget we also have GP+ appointments at Riverside until 9pm each evening and over the weekend. Please ring the practice or 111 to book these.

Training days

Our next training afternoons will be on Thursday 18th May and Wednesday 7th June 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.

We need your views!

We are assessing interest in three schemes and need your views. Please pick up a form from reception or email us at peninsulapatientnetwork@gmail.com The schemes are:

1. Advice on Social Care issues from Occupational Therapy and Social Workers in our practices
2. Forum for mental health patients to offer peer support and activities
3. Public education sessions from the Suffolk Nuffield in our practices

Julia Smith
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