

News from Holbrook and Shotley Surgery

Training days

Our next training afternoon will be on Thursday 8th February and Wednesday 7th 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.

Zero Tolerance

The vast majority of our patients appreciate the fact that we endeavour to provide the best possible service to them. However, we have had an increased number of incidents lately where patients have been rude or verbally abusive to our staff and doctors either on the phone or in person. This is not acceptable. Patients who continually disregard our zero tolerance policy will be written to and de-registered if this behaviour continues.

Receptionists / Care Navigators

Receptionists across Suffolk are being trained as Care Navigators. They will make sure you get help from the right person at the right time – right away. To do this, at some point in the future, you will be asked why you are calling so that they can arrange the right care or support for you. They have been trained to keep information confidential and provide a safe service. It may be that instead of an appointment with the doctor, they provide you with information on services within our community that could help you or by giving you advice over the phone, all of which could save you a visit to the practice. Please be reassured that if you need to see a doctor, you will still be able to.

Thank you ...

for all the lovely chocolates, cakes and other goodies that were given to staff and doctors over the festive season. We are all very appreciative of this and it's great to know that we are providing a good service. We always try our hardest to be the best we can and are grateful for your appreciation.

We are also grateful for donations made to our surgery fund in 2017, which totalled just under £2,400.

From this we have managed to purchase two patient chairs, some steps for the couches, two spirometers and four new blood pressure machines to loan out to patients. We have also paid for a number of the waiting room chairs to be recovered.

Thank you to all who have contributed.

Julia Smith
Practice Manager
08/01/2018