

STOVELL HOUSE SURGERY NEWSLETTER – Winter 2017

STAFF NEWS

Sadly we will be saying 'Goodbye' to Hazel at Christmas who has been a receptionist here for 21 years. We would like to thank her for her years of loyal service and wish her a relaxing retirement.

We are currently have a vacancy for a Medical Receptionist – if you are interested please send your CV and a covering letter as to why you would like to work at Stovell House and hand it in to Reception.

Dr Tavares leaves us on 18th January to take a year's maternity leave – as soon as we have any news we'll let you know.....

To replace Hazel we have a new receptionist who you may have met already – Paula. Please bear with her while she learns the ropes!

Patient Participation Group (PPG)

The PPG has been re-launched. Are you interested in finding out more about Stovell House Surgery? Would you like to influence the development of local health services – if so contact reception or email contact@stovellhouseppg.org.uk to find out how to get involved – we also have a notice board in the waiting room.

Appointment text reminder

We are very pleased that the text reminder for appointment is now fully in place and that our patients' appreciate the new technology.

However, despite this progress, still too many appointments are being missed. PLEASE let us know in advance if you are unable to keep your appointment so we can offer it to someone else

Repeat prescriptions – Can be obtained without necessarily seeing the doctor. Requests can be made in writing by filling out a form at the surgery, by letter or by fax 020 8662 1272. You can also request a prescription Online if you have registered for this service (ask at Reception for details)

We CANNOT take prescriptions over the telephone except by special prior arrangement with the Practice Manager.

Please allow 2 working days before collection. If you provide a SAE we will be happy to post to you or you can have it sent directly to a pharmacy or use the electronic service (Please see your pharmacist to request either of these services)

Results – Can now be seen Online if you have registered for this service (ask at Reception) or please telephone between 3 – 5pm.

To speak to a doctor – you can book a telephone consultation with a doctor by calling the surgery on the day at 8am. The doctor will call you back during morning surgery. No requests can be made after 1pm, the doctors do not generally take or call back in the afternoon.

Vaccinations & Immunisations – can now be seen Online if you have registered for the service (ask at Reception). If you are travelling abroad please complete a questionnaire to then be assessed by the Nurses as to whether you need vaccinations at least 6 weeks prior to travelling.

If you wish to make a comment or suggestion regarding any aspect of Stovell House Surgery, please visit www.iwantgreatcare.org or our website www.stovellhousesurgery.co.uk