

THE KNARES MEDICAL PRACTICE NEWSLETTER APRIL 2017

APPOINTMENTS

We operate a same day emergency call back service. Our lines are open from 8.00am. Please call and leave your number and the doctor will call you back during that morning. Please use this service wisely. It should be for an emergency call only.

CHAPERONES

During your consultation with the doctor, if you need to be examined a chaperone will be provided for you. This will be a nurse, unless you decline.

PRESCRIPTIONS

As always please allow 48 hours for your repeat prescription. Any medication that is not on repeats will take 72 hours.

HEALTH PROMOTION DAY

We are running a Health Promotion day on Tuesday 6th June 2017 with a talk from ACE Lifestyles. Refreshments will be provided. Please come along and see us for any advice you may need.

PHARMACIST

We would like to remind you that our Pharmacist who is just yards from the surgery can advise you on minor ailments if you are unable to get an appointment that is convenient to you.

TEXT MESSAGING

We now run a text messaging service so your appointment will be confirmed to you when you make one and also if you do not attend another message will be sent to you. So, please cancel an appointment if you no longer require it. Make sure your telephone numbers are kept up to date.

NEW TELEPHONE SYSTEM FROM MAY 2017

We have had a new telephone system installed which will make the patient's life easier. You will be able to select and make changes to appointments and ask for test results.

ONLINE SERVICES

Do not forget to ask the receptionist for your online sign in details. You will be able to book your own appointments and order prescriptions.

You can also do an online consultation, please see our website for further details.
www.knaresmedicalpractice.nhs.uk.

PRACTICE NURSE

You may not always need to see the GP, maybe the practice nurse can help. Please ask reception about this as the doctor's time is limited.

SURVEY

Please complete a Friends and Family card which is allocated in the waiting area.

OUT OF HOUR APPOINTMENTS

We start our appointments at 7.30 most mornings. We also do a late evening clinic which is usually a Thursday. Please ask at reception if you would like one of these appointments. 48 hours appointments are also available on request.