

AN UPDATE FROM ...

Churchdown Surgery

DECEMBER 2024



We would like to thank our patients for your support and understanding through 2024. We wish you all a Merry Christmas and a Happy and Healthy New Year !



TAKE YOUR MEDICATION WITH YOU

When you go to hospital, it is important to make sure you take all of your medication with you. This includes inhalers, external preparations like creams and eye drops, injectable medicines like insulin, any herbal remedies and any over the counter medicines you have bought.



Taking your medication with you reduces missed doses.

Knowing what medication your taking is an important part of your care.

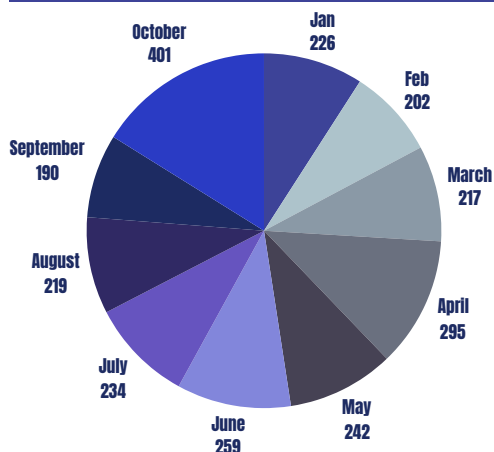
If you forget, the hospital will need to ask your relatives or carers which may delay your treatment.

NON NHS WORK / FIT TO ... LETTERS

It is not possible to provide all services under the NHS. Some services will carry a charge. If you require a service of this kind, you will need to request this in writing to your usual GP, explaining why you require this information. Please note all fees are payable in advance, details can be found on our website.

Our practice does not complete Driving licenses, Passport countersignature, Fit to fly / Sporting activities, Shotgun certificates and Occupational Health Reports.

DNA (DID NOT ATTEND) APPOINTMENT RATES



Our DNA rates are still very high!

In October alone, 401 patients failed to attend a pre-booked appointment.

Whilst the demand for appointments remains high, every appointment is precious.

If you cannot make an appointment please contact us to cancel, this allows someone else to use that time. You can do this through our website, NHS app or by calling our reception team. We understand our phone lines can hold long queues so we are looking into having a separate line for this.

APPOINTMENT LATENESS



If you are more than 10 minutes late for your appointment you may be asked to re-book.

1 late patient can impact massively on a clinic and cause delays all day.

NEW WEBSITE

Our new website went live on 12th November!

We are aware this needs some tweaks so we will be working on these behind the scenes over the next few weeks.

We hope you find the information on it useful and the site more user friendly.