

SWALLOWBECK SURGERY
320 HYKEHAM ROAD
LINCOLN. LN6 8BW
TEL 01522 681400 FAX 01522 697663

Apr—May 2012

Visit our NEW Website
www.swallowbecksurgery.co.uk

APPOINTMENTS

REVIEW APPOINTMENTS WITH THE DOCTOR.

If the Doctor has asked to see you again for a review appointment please make your appointment before you leave the surgery.

You can book up to **4** weeks in advance it is important that you book in advance as you may not be able to get an appointment with the Doctor of your choice.

On the day appointments are for people that need to be seen that day not those for reviews.

HEALTH VISITOR



Appointments for the Health Visitor are now made by them. If your baby needs to be seen you can attend one of drop in clinics (list available at reception) or ring for an appointment on 01522 502011 you need to let this ring for sometime and you may end up with an answering machine.

6 week baby checks will still be carried out by the Doctor you will need to make an appointment.



PRACTICE QUESTIONNAIRE

Thank you to those patients who have joined our virtual patient group and have completed the practice questionnaire.

A meeting was held with the members of the PPG, Drs, Practice Manager and a representative from the reception team and an action plan has been drawn up based on the results of the questionnaire on where we could improve our services to our patients.

The results and action plan are available on the website under the patient group. Click on questionnaire result and action plan tab then click on the link to open up the questionnaire and the action plan.

PREMISES

We are still in discussion with NHS Lincolnshire about the future of premises for Swallowbeck Surgery. We will keep you informed whenever we have news.

A Member of Optimus Healthcare Lincoln Limited



ACCESSING OUT OF HOURS SERVICE

If you need a Doctor in emergency when the surgery is closed please ring

111 this is a freephone number

This allows you to access the Out of Hours service direct.

Please **do not** ring the surgery as you will not be diverted but will be answered by a machine advising you to ring 111 which will incur unnecessary cost for the caller.

Please remember that you can also attend the **Walk in Centre**, this is open every day except Christmas Day

8am—8 pm. It is situated at 63 Monks Road, Lincoln. No appointment is necessary for minor injuries and illnesses health advice and information.

CONSULTATION TIMES

The Practice aims to offer appointments in the following time slots

AM Surgery 8.30-11.30 am

PM Surgery 3.00—5.50 pm

Please let us know if you are unable to keep an appointment it can be allocated to someone else.

MOBILE PHONE

Please switch off mobile tele-phones before you come into the surgery

TELEPHONE NUMBERS

We have had several incidents where we have had to contact patients to change appointments or let them know about test results and the telephone numbers we have has been unobtainable or now has been allocated to someone else. It is important to you and us that you let us know if you change you address or telephone number.

REMINDER ABOUT PRESCRIPTIONS

Repeat prescriptions are taken over the telephone between 2pm– 6pm **ONLY** each day please keep to these times. You can also order on the internet if you are interested please ask at reception.

You can also post you repeat slips or put them into the prescription box in the surgery foyer.

EXTENDED HOURS

We do offer late appointments usually two evening a week while these can be booked by any patient they are primarily intended for patients who cannot attend during the day.

