

Park Lane Practice

PATIENT NEWSLETTER

Welcome to our **Spring 2022** edition of the Park Lane Practice patient newsletter.

In this edition you will find information on changes at our practice, staffing updates and information around the practice in which you may find useful.

BANK HOLIDAY UPDATE

Don't forget there are several bank holidays coming up, the practice will not be open on these dates. To seek medical advice please call NHS 111

Friday 15th April 2022

Monday 18th April 2022

Monday 2nd May 2022

Thursday 2nd June 2022

Friday 3rd June 2022

WEARING A FACE MASK

We request patients continue to wear a face mask when attending the practice. You will be asked to put one on when attending an appointment.

This is to protect our patients and staff who may be vulnerable or at risk.



DID YOU KNOW?

Did you know the practice is able to offer more than just a GP appointment?

We have access to other services within our practice to suit your health and social needs!

- First Contact Physio
- Social Prescriber
- Advanced Nurse Practitioners
- Clinical Pharmacists



WOULD YOU LIKE TO HAVE A SAY ON OUR SERVICES?

Are you looking to make a difference in the community and at your GP practice?

We are looking for patients to join our VPPG (Virtual Patient Participation Group) as a member you will be contacted via email and invited to meetings to keep you updated on changes at the practice. It will also give you the chance to voice your opinion and tells what we do well and how we can improve.

To join, simply head to our website and complete the application or pick up a form from the practice.

Booking appointments...

The practice offers a variety of appointments to suit our patient's needs. To book an appointment simply phone the practice directly to speak with a member of the reception team.



We offer a range of appointments both on the day and in advance including both face to face and over the phone.

Have your say!

We pride ourselves on doing the best for our patients and encourage our patients to let us know when things are going well or if there are things we can improve.

Please take the time to complete our patient survey on our website or collect a form from the practice!

STAFFING UPDATES



The practice has welcomed some new faces to our friendly practice team! We would like to welcome the following new members...

- Nicole - our new Practice Manager
- Celin - Joining our nursing team as an Advanced Nurse Practitioner
- Maureen - Joining our nursing team as a practice nurse
- April - our new Social Prescriber

YOU SAID WE DID

The call wait times are always really long

We know wait times can be frustrating and have increased our reception team to ensure your call is answered quicker. We have also installed call waiting time screens in our phone room to help monitor during peak times.

I want to see my GP face to face

Where possible, patients will be offered the choice of a face to face or telephone appointment when they initially book.

I've missed my smear appointment, I don't know what to do

Give the practice a ring and we can ensure you are booked in. We are also texting patients links for designated clinics such as smears so you can book online