

CLEE MEDICAL CENTRE

Patient Newsletter

August / September
2010

Dr Dobson has left the Practice

Dr Dobson has now left Clee Medical Centre. Patients who were registered with Dr Dobson will continue to be registered with Clee Medical Centre and from the 1st September will be registered under Dr Sibtain who will be joining the practice as a GP Partner.

If you have any queries please speak to a member of the reception team or contact Suzanne Wright - Administration Manager on

01472 697257.

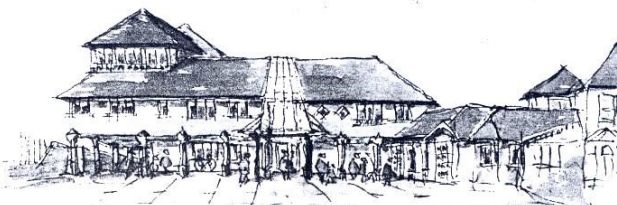
Patient Participation Group

Clee medical centre's Patient Participation Group is held every 2 months.

This is a great opportunity to bring both the patients and staff together to discuss patient issues and its a great sounding board for new ideas. Its also gives the management chance to inform the patients of practice news & updates.

All patients are welcome at the Patient Participation Group. If anyone would like to attend the next meeting please let a member of the reception team know.

The next meeting will be on Wednesday 22nd September 4.15 -5.15pm.



WEBSITE

Visit us at

www.cleemedicalcentre.nhs.uk

Our website is packed full of information on making an appointment, ordering repeat prescriptions and it also provides details of our clinical staff and their specialised clinics.

The news section of the website is regularly updated providing patients with the latest news from Clee Medical Centre

Building Maintenance

As you may have noticed, over the last few weeks there has been lots of activity at Clee Medical Centre. The building is having essential maintenance work and redecoration.

Although we have made every effort not to disrupt the day to day running of the surgery, we appreciate your patience while this necessary work is being carried out.



INVESTOR IN PEOPLE

WELCOME

Clee Medical centre would like to welcome our new Healthcare Assistant, Jodie Green to the Nursing Team. Jodie will be holding blood clinics daily from 8am—11.30am.

Also Joining us in September will be Practice Nurse, Samantha George.

Dr Aviando AKA Dr Mike, who has been a salaried Doctor here at Clee Medical for the past 2 years has now become a GP partner alongside Dr Crombie, Dr Stead, Dr J Munjal, Dr R Munjal & Dr Sibtain.

We have also appointed a new receptionist , Adam Bullock who has recently joined our friendly reception team.

We hope you will all join us in giving a warm welcome to our new staff at Clee Medical Centre.

Appointments

**GP OUT OF HOURS
Diana Princess of Wales
Hospital
Tel: 0845 1211188**

Our Appointment System has now changed and we hope this will provide a better service and more appointment availability to all of our patients. Our Appointment Lines are now open from 8am Monday to Friday. Patient's can now also pre book doctors appointments in the afternoons Tuesday to Friday up to 2 weeks in advance. Book on the same day appointments will still be available all day Monday and Tuesday to Friday mornings.

We hold an evening surgery most evenings during the week. We also hold a regular Saturday morning surgery, perfect for our patients that can't get to the surgery during the daytime; these appointments can be pre-booked up to 2 weeks in advance . More information on the appointment system can be found at reception, throughout the surgery on notice boards and on the practice website.

It has been brought to our attention that some patient are having problems getting through to the appointment line in the morning. Please be assured that we are looking into this. The phone system has been checked and is in full working order but we are currently looking into an updated phone system that should help our call centre team deal more efficiently with the high volume of calls that we receive.

Useful Telephone Numbers

Appointments

8 - 12 & 1.30 - 4.30pm Tel: 01472 692241

Enquires

8.30 - 6.30pm Tel: 01472 697257

Prescriptions

11am -1pm Tel: 01472 690852

The above telephone numbers are available Monday to Friday except bank holidays.

