

## **NOTICE TO ALL PATIENTS OF COLDHARBOUR HILL PMS – DR M BAKSH'S PRACTICE**

WE WILL SOON BE STARTING OUR DEVELOPMENTS AT THE SURGERY PREMISES. THE DEVELOPMENTS ARE WELL OVERDUE AND WE ARE SURE THAT IT WILL BE A MUCH BETTER ENVIRONMENT FOR BOTH PATIENTS AND STAFF.

WE WILL BE STARTING AT HILL SURGERY AND THEN FOLLOWED BY THE COLDHARBOUR SURGERY.

WE WILL ALSO BE DIGITALLY SCANNING ALL OUR PATIENT RECORDS TO PROVIDE US WITH MORE SPACE.

THE DEVELOPMENTS WILL SEE AN ADDITIONAL CONSULTING ROOM AND IMPROVED RECEPTION AREA AND ENTRANCE AT HILL SURGERY AND A DESIGNATED MINOR SURGERY SUITE AND IMPROVED RECEPTION AREA AT THE COLDHARBOUR SURGERY.

WHILST OUR PLANS WILL UNDOUBTEDLY LEAD TO AN IMPROVEMENT UNFORTUNATELY THESE DEVELOPMENTS WILL CAUSE SOME DISRUPTION TO OUR SERVICES AS THE HILL SURGERY WILL BE CLOSED DURING THE PERIOD OF WORKS, SO ALL APPOINTMENTS WILL BE AT THE COLDHARBOUR SURGERY AND WE ARE MANAGING OUR SESSIONS IN ORDER TO GET THE SAME NUMBER OF APPOINTMENTS IN REDUCED NUMBER OF CONSULTING ROOMS

IN ORDER FOR US TO MITIGATE FOR THIS WE WILL BE INTRODUCING THE FOLLOWING CHANGES SO THAT WE CAN DEAL WITH YOUR NEEDS IN THE MOST APPROPRIATE WAY WITH A RELEVANT CLINICIAN.

- YOU WILL BE ASKED THE NATURE OF YOUR APPOINTMENT REQUEST FOR ALL APPOINTMENTS SO THAT WE CAN ENSURE YOU ARE SEEN BY A RELEVANT CLINICIAN, THIS MAY NOT BE THE CLINICIAN YOU HAVE INITIALLY REQUESTED, BUT PLEASE REST ASSURED ALL OUR CLINICIANS HAVE ACCESS TO YOUR NOTES
- WE HAVE NURSE PRACTITIONERS WHO CAN DEAL WITH MANY OF THE APPOINTMENTS SEEN BY A GP.
- YOU OF COURSE CAN ADVISE IT IS A PERSONAL MATTER- HOWEVER THE RECEPTIONIST MAY STILL BOOK YOU WITH A NP, WHO CAN THEN ASSESS YOUR CONDITION AND IF NEEDS BE REFER ON TO A GP.
- WE WILL NOT BE GIVING APPOINTMENTS FOR LETTER REQUESTS OR MEDICAL REPORT REQUESTS, INSTEAD YOU WILL HAVE TO FIRST COMPLETE A FORM (AVAILABLE AT RECEPTION OR FROM OUR WEBSITE) WHICH YOU WILL NEED TO COMPLETE ALONG WITH YOUR FORM AND OUR ADMIN TEAM WILL DEAL WITH IT AND CONTACT YOU WITH AN APPOINTMENT SHOULD IT BE NECESSARY.
- WE WOULD RECOMMEND THAT YOU SIGN UP FOR OUR ONLINE SERVICES FOR REPEAT SCRIPT REQUESTS AND YOU NOMINATE A PHARMACY SO THAT WE CAN SEND THESE ELECTRONICALLY STRAIGHT TO THE PHARMACIST- THIS WILL SAVE YOU BOTH HAVING TO DROP REPEAT SCRIPT REQUESTS AT THE SURGERY AND ALSO HAVING TO COLLECT FROM THE SURGERY.
- THERE WILL ALSO BE AVAILABILITY FOR US TO BOOK APPOINTMENTS AT THE HUB FOR ACUTE SYMPTOMS ON WEEKDAY EVENINGS AND WEEKENDS

WHILST WE APPRECIATE THAT FOR SOME OF YOU THIS MAY CAUSE SOME ANXIETY, PLEASE DO REST ASSURED THAT OUR DRs AND COLLEAGUES ARE CONFIDENT THAT THE DISRUPTION WILL BE MINIMAL AND THAT THE END RESULTS WILL BE OF GREAT BENEFIT.

WE DO APOLOGISE IN ADVANCE FOR THE DISRUPTION AND THANK YOU FOR YOUR PATIENCE.

DR M BAKSH

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