



WELCOME !

Welcome to our Practice Newsletter! We hope to produce one on a quarterly basis to keep you up to date with matters of interest concerning the practice, the services we provide and our staff. We also hope to include useful information about topical health issues.

SAME DAY TEAM

The beginning of June sees a change in our appointment structures

We now have a **Same day Team** made up of one GP and our Nurse Practitioners—Julie & Sarah who will see all appointments booked on the day.

The rest of our GPs will have routine appointments that will be pre bookable, some up to 6 weeks, most 7 days and a few 48 hours in advance.

This can be done using our 24hr service, either by visiting www.wymmed.co.uk or through our automated telephone system 01953 602220, or through our reception team on 01953 602118 between 8am-6pm.

For further details on our 24 hour appointment system, please see overleaf.

STAFF



You may see some new faces in reception over the next few weeks and months as we have 3 members of staff going on maternity leave in the Autumn/Winter period and have recruited some new staff to cover.



BOOKING APPOINTMENTS

Just a reminder that the Practice Offers:

* 24 Hour Dr Appointments Booking Line —

We are the first practice in the county to introduce a new automated phone system which enables patients to call the surgery at any time to book, rearrange, or cancel doctor appointments.

You simply need to call the surgery as usual and select the appropriate option. The automated system detects spaces in the doctors' diaries and allows you to choose the appointment time which best suits you by pressing a button on your touch tone phone.

This means that you no longer have to speak to a receptionist or call during surgery hours to book your doctors appointment as it is available 24 hours a day.

* 24 Hour Online Dr Appointments Booking & Repeat Prescription Ordering —

In order to further improve patient access, the surgery has also launched an online Doctors appointment booking system — SystemOnline.

After you have contacted the practice to register for a login and password, you can access this facility via the practice website: www.wymmed.co.uk, which links directly to the practices appointment system—SystemOne.

Whichever method you choose to use, you will be accessing exactly the same doctor appointments as the reception team.

SystemOnline also enables patients to **re-order repeat medications** direct from their record, saving both patient and practice time and releasing pressure on the very busy telephone lines.



EXTENDED HOURS

We offer extended hours surgeries with GPs and Nurses, from our nurse wing, on:

* **Monday evenings 6:30pm - 8pm**

* **Saturday mornings 8am - 11am**

Our GPs & Nurses are undertaking this on a rota basis offering pre bookable routine appointments—there is **NO** walk in service available during this time.

These appointments are available to be booked ahead and are aimed primarily, at our patients who work during our normal hours and find difficulty in attending appointments with their GP or Nurse.

We are **NOT** providing a replacement for the Out Of Hours service which operates across Norfolk. You can contact this service by phoning the practice as normal on 01953 602220.

CHECK YOURSELF IN



As you may have noticed, we have a touch-screen computer in the lobby which enables you to check yourself in when you arrive for all except ante natal appointments and Same Day Doctor sessions. We hope this will cut down on patients queuing time.

We hope this is of use to our patients and that you are finding it easy to use. If you are having difficulties please ask a member of the reception team who will be happy to help.

CONFIDENTIALITY

Please consider the privacy of others at the reception desk.

We have recently introduced a queuing system to help. We also have a confidential room for those who would prefer to speak away from the reception area.

PRIMARY CARE RESEARCH NETWORK

This practice is part of a network of General Practices in the East of England who do medical research on a regular basis.

Anyone registered with this practice could help shape the future of health care by taking part in one of these research projects.

If information about a study is sent to you, please consider patient information about the research carefully.

21ST CENTURY



We have just launched a **Sexual Health Facebook Page** which is kept up-to-date with useful news, advice and links by our Sexual Health Nurse Sarah.

We are also keen to use this 21st Century technology to enable us to easily contact you, especially around issues such as flu notices and asthma and diabetes recalls.

If you are happy to be contacted by text or email please provide us with your details on the forms available at reception or advise us via email to the practice website.

MEDICAL STUDENTS

Wymondham Medical Partnership is a training practice for groups of 1st and 4th year UEA medical students. They visit the Practice on certain Thursdays and Mondays and are tutored by Dr Thorman and Dr Munagapati.

The doctors will approach patients to come in and share some of their experiences relevant to the training topics. We appreciate your help and support with this



CAR PARKING

We have a limited number of disabled parking Spaces which are located by the main entrance to the surgery.

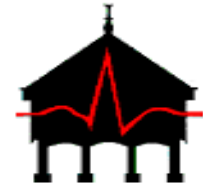
These are to be used by disabled drivers ONLY. Our car park is always very busy and we would ask you to give thought to others when you are parking and only use the spaces provided when attending the surgery, dentist or pharmacy and not as an alternative to the town centre car parks.

FEEDBACK

We welcome constructive comments and criticism regarding our services.

Please feel free to use the email address at the head of this newsletter or write to Kevan Baker, Practice Manager.

Alternatively ask at reception to book an appointment at a mutually convenient time.



Wymondham Medical Partnership
Postmill Close, Wymondham, Norfolk, NR18 0RF
www.wymmed.co.uk



NEWSLETTER AUTUMN 2010

Opening Times:
Monday–Friday 8am – 6.00pm
(Reception, Prescriptions and Telephone)

Extended Hours
Saturday 8am–11am and Monday 6.30pm–8pm
(These are pre-booked appointments only)

Appointments and Enquiries:
Tel: 01953 602220 (Doctors) 01953 713402 (Nurses)
Fax: 01953 605313

Repeat Prescription Requests: 01953 605560
24 hour appointment cancellation- 01953 713401

Emergencies
Out of Hours : Mon-Fri 6.30pm–8.00am
Weekends and Public/Bank Holidays