

## Staffing changes

As many of you are aware Dr Jones will be retiring from this practice on 31st March 2017 after more than 38 years' service. Message books are on the reception desk at both Burbage and Wolvey surgeries for patients who may wish to leave a message for her. We all wish her well for the future and sincerely hope that she enjoys a long and happy retirement.

We have been successful in recruiting a replacement partner for Dr Jones. Dr Vikram Bolarum, a male GP, will be joining the practice from the beginning of July 2017. Dr Bolarum is presently working as a partner at another practice in Leicester and is looking forward to joining our practice later this year.

Dr Nishant Kumar will be leaving us at the beginning of April to continue with the next stage of his training and Dr Choudhry is still on maternity leave. Dr Bhavin Doshi, our new GP Registrar will be joining us on 5th April 2017 and will remain with us until August 2017. Rebecca Davenport joined our admin team earlier this year.

## Farewell Message from Dr Debbie Jones

"It is with very mixed feelings that I am retiring at the end of March, having been a GP in Burbage for over 38 years. In that time, I have seen considerable changes in the NHS, not always for the best, and the village has expanded beyond recognition. Whereas I will not miss the stress of the job, I will miss my patients immensely. I consider that over this time, I have been extremely privileged to have looked after such a wonderful group of patients and worked with such great partners and staff and I will miss them all. I would like to thank you all for your good wishes for my retirement and for having made my time here in Burbage so enjoyable and memorable."

## Appointment Guidance

To obtain an appointment at Burbage Surgery please telephone 01455 634879 and make your request to the receptionist. To obtain an appointment at Wolvey Surgery please telephone 01455 221331. It is also possible to check appointment availability and to book an appointment on line once you have registered for on line access with the practice.

Patients are able to book a routine appointment in advance. However, if you feel you are unable to wait until the next available appointment you may submit a same day request. All requests for same day appointments should be made by telephone before 10.30 am. Calls will be dealt with initially by one of our Nurse Practitioners or GPs. Our Nurse Practitioners can deal with an extensive range of minor illness conditions (details on surgery website [www.burbagesurgery.co.uk](http://www.burbagesurgery.co.uk)) and will try to deal with your problem. If after speaking to you, it is necessary for you to be seen by a health care professional, we will make arrangements for you to be seen at a mutually convenient time.

Patients should be aware that the morning telephone list may be closed early due to high patient demand and at the discretion of the duty doctor. Patients are therefore advised to contact the surgery early morning. If the telephone list has been closed when you call, you may be asked to call back the following day or attend a local walk in centre if you are unable to wait. A list of alternative urgent care services including local walk in centres is available from reception and on the surgery website. Information is also available on the appropriate use of Accident and Emergency Departments

## Emergencies

An emergency service is available after 10:30 am at Burbage Surgery each weekday. We do not offer an emergency service from Wolvey Surgery. We respectfully ask patients to use this service for emergencies only. When telephoning for an emergency appointment you will be asked for a contact telephone number by the receptionist and your name will be placed on the duty doctor's telephone list. The doctor will then call you to discuss your request and if you need to be seen, arrangements will be made for you to come to the surgery. Emergency requests received after 18:30 on weekdays and weekends will be dealt with by the out of hours service who may be contacted on 111.

## Telephone Appointments

Telephone consultations are offered routinely by all of the doctors at the practice. Telephone appointments are appropriate for Test Results, Medication Queries and follow up care or when it is anticipated that an examination is not required and your query can be dealt with over the telephone.

## Cancellations

We are monitoring DNA rates very closely and now contact patients who repeatedly do not turn up for their appointments. If you cannot attend an appointment for any reasons please inform us as soon as possible in order for us to give the slot to someone else.

## Comments and Suggestions

We are aware that some patients have experienced problems with some aspects of our surgery and may feel our service does not meet their expectations. We understand the problems that some of you have reported with delays in calls being answered when ringing first thing in the morning or lack of appointment availability. May we reassure patients that we are constantly looking at ways of improving the service we offer to patients including our appointment and telephone systems. We are an NHS service who, like other NHS services, are working under increasing pressure in order to provide high quality care. We must ensure that we maintain a safe clinical workload for our clinical staff who do their utmost to cope with unprecedented demand. We have an increasing list size due to local housing development and our staff are working within the restraints and limitations of a building that is no longer suitable for our needs. We do have plans for expansion and we are hoping that once our building has been extended, we will be able to provide additional clinical staff that will help us meet the demand of our patients.

We regularly speak with our patients and listen carefully to comments, whether positive or negative. We also engage with members of our Patient Participation Group who represent our patients, help us reflect on patient surveys and with whom we discuss any proposed changes to our working systems. We are always happy to discuss complaints or concerns with our patients. Please ask to speak with Wendy Shaw, Practice Manager if you have any cause for concern.

## Forthcoming Bank Holiday Closures.

The practice will be closed on: Friday 14th April 2017,  
Monday 17th April 2017, Monday 1st May 2017,  
Monday 29th May 2017, Monday 28th August 2017