SMALLBROOK SURGERY

NOTICE TO PATIENTS

Due to unforeseen GP shortages at Smallbrook, we have reluctantly taken the decision to make some temporary changes to the way we schedule your appointments with your GP from 6th March 2017 for the next three months. This is to ensure that we make the best use of the GP and Nurse time we have for those patients who need to be seen with urgent medical needs. We are talking to our Patient Participation Group, and these arrangements will be regularly reviewed.

The changes are as follows:

1. All calls where patients requesting to be seen on that day will be triaged by a senior clinician. Daily from 08.00 to 16.00. Calls will still be answered until 18.00 but may not be triaged on the same day. If you need medical advice, please phone the surgery at 01373 828330 to speak to a healthcare professional, who will be able to help you. Also please visit www.westburygp.co.uk for updates and information.

2. Smallbrook surgery will be open on Mondays, Wednesdays and Thursdays from 8.30 to 13.00. On these days, the surgery will provide GP and nurse appointments on site at Smallbrook surgery. For the rest of the week, patients will be able to be seen at the White Horse Health centre in Westbury. Priority for appointments at Smallbrook surgery will be given to patients who have difficulty getting to Westbury. Smallbrook patients can also attend Westbury drop in blood service which runs from Tuesday to Friday between 08.00 and 10.00.

3. Home visits will be provided by order of priority and for those patients who require them most, depending on their condition.

4. For non-urgent advice, we suggest you to visit your local Pharmacist. Pharmacists are very highly trained health professionals and can advise you about over the counter medication and general medical conditions. You can also use NHS Choices at www.NHS.uk or ring 111 for non urgent advice.

We will, of course, continue to deliver the service to the best of our abilities. Thank you for your understanding during this very difficult time.