

Useful Contact Numbers

To access a GP out of Hours:

Between 08:00-08:30 & 18:00-18:30 call: 01603 481253

Between 18:30-08:00, and all other times including weekends & Bank Holidays call: 111

Norfolk and Norwich University Hospital	01603 286286
Spire Hospital Norwich	01603 456181
West Suffolk Hospital	01284 713000
Bury St Edmunds BMI Hospital	01284 701371
Addenbrooke's Hospital	01223 245151
Queen Elizabeth Hospital, King's Lynn	01553 613613
Dereham Hospital	01362 692391
Papworth Hospital	01480 830541
James Paget Hospital	01493 452452
Thetford Community Healthy Living Centre	01842 767600
Norwich Practices' Health and Walk-in Centre	01603 677500
Priscilla Bacon Lodge	01603 255720
Norwich Contraception & Sexual Health Clinic	01603 287345
Norfolk Social Services	0344 8008020
Norwich Pregnancy Crisis Centre	0845 2300123
Rape Crisis Centre (SeVA)	01603 667687
Norfolk Eating Disorders Association	01603 767062
Relate	01603 625333
Alcoholics Anonymous	0845 7697555
Registrar's Office: Norwich	01603 767600

SPRING 2017

East Harling and Kenninghall

'SCRIPT'

A QUARTERLY NEWSLETTER PRODUCED BY THE EAST HARLING & KENNINGHALL MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (PPG)

IMPORTANT ANNOUNCEMENT

TEXT MESSAGING

Dear Patients,

As a Practice we are continually working towards improving communication links with our patients and over the coming weeks will be increasing our use of text messaging.

When the new service is up and running, patients will be able to cancel a booked appointment using a text back facility which can be utilised 24hours a day, seven days a week. We very much hope that patients will use this new functionality to cancel an unwanted appointment and so help us to reduce the number of appointments lost to patients who do not attend.

To this end we would ask that if you are happy for us to contact you by text you let us have your mobile number/check that the mobile number we hold on your record is correct.

It is most important that you let us know as soon as possible if you change your mobile number for any reason.

DID NOT ATTEND or DNA's

Most of our patients know it can sometimes be difficult to get a routine appointment with a doctor or nurse. In the course of events where demand is unpredictable, this situation cannot be easily remedied.

The problem that makes this harder to overcome is that of **missed appointments, or 'DNAs'**.

A large number of appointments continue to be wasted by patients who do not attend.

Over the 3 month period October – December **407 patients** DNA'd their appointments which totalled **67.5 hours of lost clinical time**.

This equates to over 27 clinic sessions wasted.

We appreciate that there are sometimes valid reasons for a patient not to attend an appointment that they have booked. However, it would help us greatly if you would **CANCEL** any unwanted appointment as early as possible, and therefore enable us to offer it to someone else.

Remember - your DNA means another patient was denied an appointment

Join your Surgery Patient Participation Group

New members welcome!

If you are interested in joining our PPG please email us at ehandkppg@gmail.com or telephone Rebecca Leech, Assistant Practice Manager at East Harling Surgery on 01953 717204.

We are sorry to announce that Dr. Bowles will be leaving us at the end of March, having accepted a Partnership post with another Practice.

Whilst we will be very sad to see her go, she leaves with our very best wishes for her future career.

The Doctors and staff of East Harling & Kenninghall Medical Practice are delighted to welcome Dr. Michael Russon onto the Clinical Team.

Dr. Russon started with us on 4th January 2017 and will be working 3 days per week, undertaking sessions at both sites.



**THE ANNUAL GENERAL MEETING OF THE
EAST HARLING AND KENNINGHALL PRACTICE
PATIENT PARTICIPATION GROUP
WILL BE HELD ON WEDNESDAY 3RD MAY 2017 AT 2.00 PM
IN THE KENNINGHALL SURGERY
ALL WELCOME**

GP ROTA FOR APRIL & MAY 2017

GP	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	pm
Dr. Hazell	K	K	K	K	K		K	K		
Dr. Sri	EH		EH	EH	EH	EH				
Dr. Schram	EH	EH							EH	EH
Dr. Bennett	EH		EH						K	K
Dr. Russon					EH	EH	EH	EH	EH	EH

