



# The Talbot Tablet

Issue no 84 Winter 2017

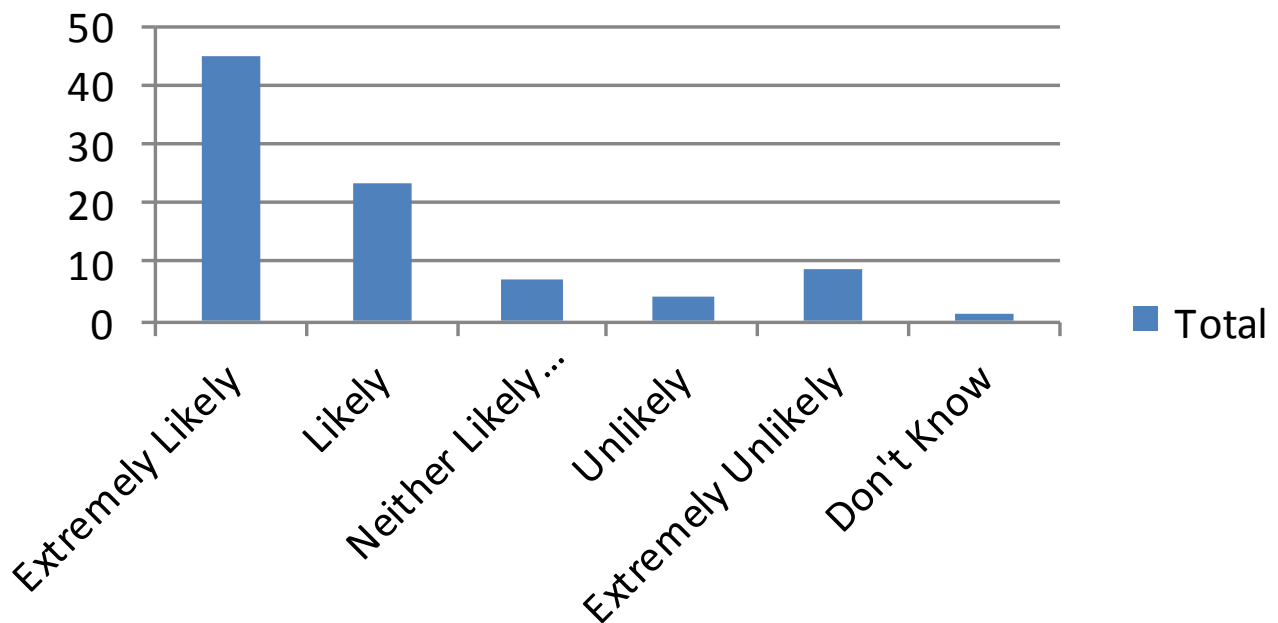
*Merry Christmas*



## Friends & Family Test

Please let us know how likely you would be to recommend our services to friends and family by completing the Friends & Family Test either online, [www.talbotmedicalcentre.co.uk](http://www.talbotmedicalcentre.co.uk), or by filling in a card at our reception desk.

## FFT TMC Nov 17



## Emergency Surgery

Now that the surgeries are merged if you need to see a doctor more urgently and cannot wait for a routine appointment please be aware that the Emergency Surgery is only held at Talbot Medical main site.

**ALSO, FROM 1ST OCTOBER NORTHBOURNE BRANCH SITE DOORS WILL BE CLOSING AT 6PM. TELEPHONE APPOINTMENTS CAN AN STILL BE MADE.**



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## 479 missed appointments

If you are unable to attend an appointment please let us know 479 appointments have not been attended in November. These appointments could have been offered to other patients if they had been cancelled.



### Changing your contact details?

Make sure you tell us if you change your contact telephone number or address so that we can contact you if necessary. There is a better way if cancelling your unwanted appointment remotely on your phone by texting CANCEL when you receive your reminder text.



### Christmas closing times

Monday 25th Dec– CLOSED  
Tuesday 26th Dec– CLOSED  
Wednesday 27th –29th Dec  
Normal opening for **Emergency surgery only**.  
Monday 1st Jan– CLOSED



MAY WE WISH ALL OUR PATIENTS OF THE MERGED TALBOT MEDICAL CENTRE A VERY MERRY CHRISTMAS AND A PEACEFUL NEW YEAR!

### Are You A Carer?

If you are caring for a friend or family member and need help please tell the reception staff and you will be put on our Carers Register which means you can get extra support and advice.

## **WE ARE VERY SORRY!**

We wish to apologise for to all our patients for the failure of our telephone system in November, this was due to a nationwide technical fault with the telephone company that supplies us. It took longer than we would have like to be repaired.

Our telephone stats were pretty amazing though, with over 7000 phone calls made to the practice this month alone! So with staff shortages and illness these figures a quite daunting! We have recruited more staff to be starting in the new year so hopefully

“Things can only get better!”