



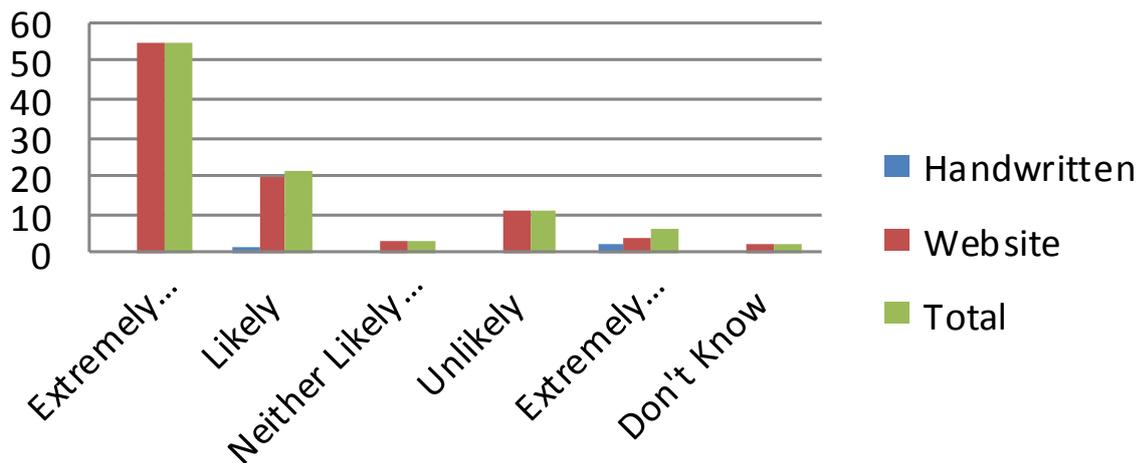
The Talbot Tablet

Issue no 86 Winter 2018

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, or by filling in a card at our reception desk.

Friends and Family Test Data - Feb 18



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 STILL BE MADE.



The Talbot Tablet

Issue no 86 Winter 2018

480 missed appointments



If you are unable to attend an appointment please let us know. 480 appointments have not been attended in February 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.



Telephone calls

We are still mindful that a lot of patients are having trouble getting through on our telephone system. Unfortunately there is not a definitive answer to this problem. We have now employed more staff and have had another workstation installed but unless we had 100 phones like a call centre there still will be delays. We do appreciate your patience .

WINTER FREEZE

A BIG thank you to all the clinical, clerical and pharmacy staff who all pulled together on Friday to get to work and still offer a medical service. We were the only surgery in the area that did this! And thank you to our TMC patients who were sensible and understanding.



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.

ONLINE BOOKING

Did you know you can book your appointments and order your repeat prescriptions online?

There is a TPP SYSTMONE APP you can download to your mobile or tablet. You will need a password which can be obtained from our receptionists after showing ID.

Also accessible via our website

PLEASE ASK AT RECEPTION FOR DETAILS.

THANK YOU