



The Talbot Tablet

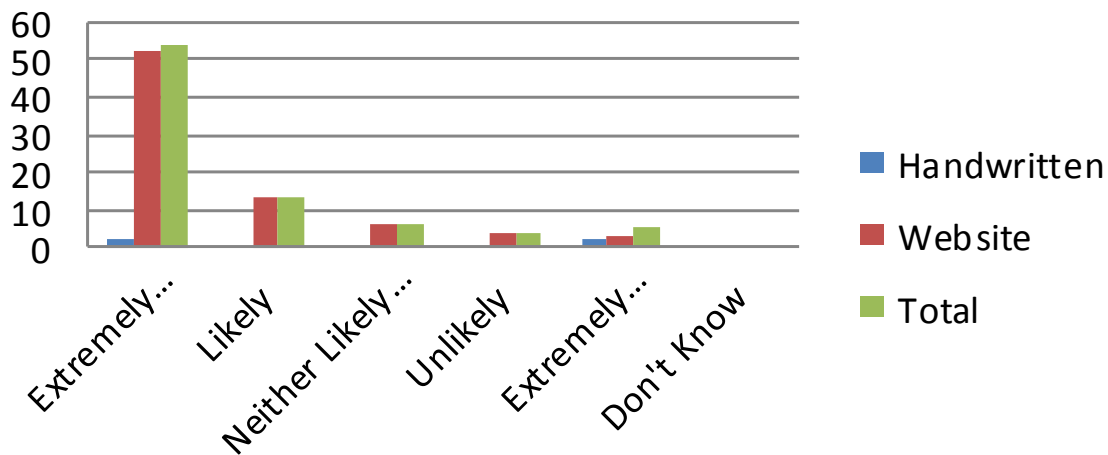
Issue no 81 Autumn 2017



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 - September 17



Emergency Surgery

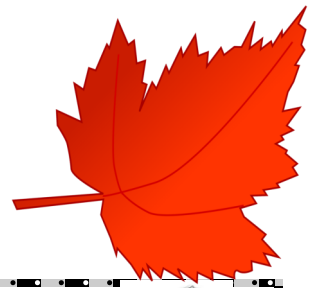
Now that the surgeries are merged if you need to see a doctor more urgently and cannot wait for a routine appointment please be aware that the Emergency Surgery is only held at Talbot Medical main site.

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



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332 missed appointments



If you are unable to attend an appointment please let us know. 332 appointments have not been attended in September. 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.



ROADWORKS AT NORTHBOURNE

From 2nd October for 11 weeks the junction from Wimborne into East Howe Lane will be closed and diversions are in place, please leave extra time to get to the surgery for you r



On the odd occasion that there are problems or complaints about the Talbot Pharmacy staff or deliveries please could you direct your concerns directly to them as they are a separate company and Talbot Medical Centre cannot deal with these issues.
Thank You

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.

Telephone Statistics

We broke down our call rate statistics from our telephone system and it made interesting reading! On a weekly basis the TMC and Northbourne site answer over 2,000 calls from patients, chemists, hospitals and other health care agencies and only 10% of these calls are dropped or abandoned. The average call time is 1 minute 27 seconds. On one particular day from 8.00 –8.30 only 2 calls were missed and from 8.30 –9.00 we achieved 100%! If however, you do have problems making an appointment we do offer online booking via System One. Please ask at reception for a password for our online services.