



# The Talbot Tablet

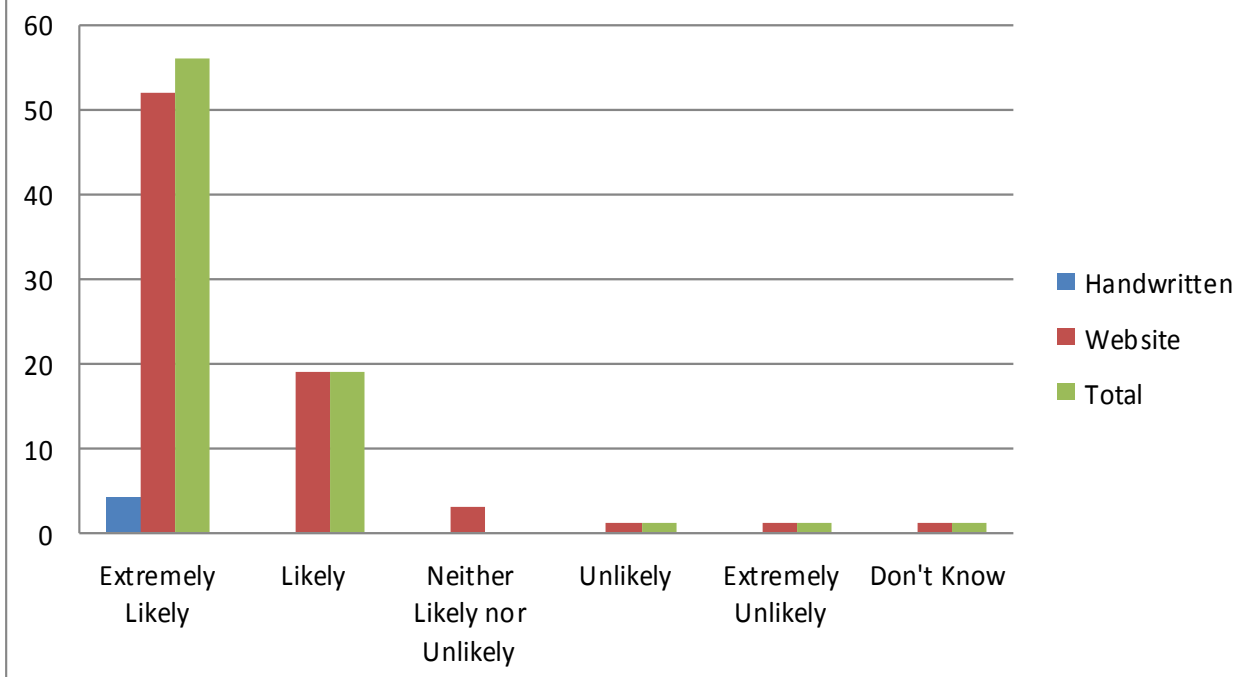


Issue no 71 November 2015

## 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.

## TMC FFT Data - Sept/Oct 15



## Patient Comments

Can always get an appointment within a few days if it's not my usual doctor although will need to wait if I want to use my own which isn't a problem if it isn't urgent. Open surgery has always been a blessing to me as I suffer with my chest at times. :-)

The Talbot is a good surgery the receptionists are very polite and helpful and the doctors are professional and make you feel at ease and always listening to what you have to say.

Very friendly and efficient.

Have been coming for years, good GPs and good service



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## 401 missed appointments



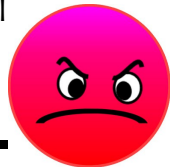
If you are unable to attend an appointment please let us know. 401 appointments have not been attended in October. These appointments could have been offered to other patients if they had been cancelled.

### 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.

### Please don't be offended !

Our reception staff are asked to take an idea of your medical problem for the Doctor's information. This helps them to prepare for consultations and make sure you are not booked with an inappropriate clinician. If your problem is personal please just say. Thank you.



### Upcoming Closures

Wednesday 11th November  
1.30-4.30pm.

Thursday 24th December at 6.30pm  
until 8.00am on Tuesday 29th December.

Thursday 31st December 6.30pm until  
8.00am on Monday 4th January 2016.

If you need urgent medical assistance which can not wait until the Practice re-opens you can call NHS 111.  
In all life threatening emergencies call 999.



### Have you had your annual flu vaccination?

Patients aged over 65 and those suffering from a long term condition such as asthma, diabetes and COPD are entitle to receive a free NHS flu vaccination. If you missed our flu clinics it isn't too late to book. Please ask our reception team for further details.



### Welcome to Andrea Robertson

Our Deputy Practice Manager, Sarah Faulkner, will be on maternity leave from November 2015 until August 2016.

Andrea Robertson will be stepping in as Acting Deputy Practice Manager in her absence. Andrea can be contacted as Carers Lead and Complaints Lead.

### Carers Meeting

Our biannual carers meeting is due to be held on Tuesday 15th December 2015.

If you would like to attend for a coffee and some informal support please contact Andrea on 01202 636400. for further details.