



Welcome to the Spring edition of the Newsletter

New Team Members

Dr Patel joined us on 1st March 2018. She is an active member of the local CCG and initially will be working for 1 afternoon per week. We anticipate that over time, she will increase the number of sessions she works at Milman Road.

You may know that we have spent a lot of time and effort recruiting a new Practice Nurse and I am pleased to confirm that **Jackie Langmead** will be joining us in May in this role.



On the Move.....

With immediate effect, the Nursing Team have relocated to the ground floor. Many of those who attend for Nursing appointments have mobility issues or are babies in pushchairs so it makes sense for them to be as accessible as possible.

All of the GPs have now moved to the 1st floor.

Patient Participation Group (PPG)

Our PPG is gathering real pace now and meet quarterly at the surgery. If you would like to be involved in shaping the future of the practice and can spare a couple of hours on a Saturday morning, please do come along to find out more.

If you would like more information or would like to register your interest in becoming a member of this group, please email **DRMITTAL.PARTNERS@NHS.NET**

Prescriptions

Please remember to allow 2 working days (not including weekends and bank holidays) when ordering your repeat prescriptions. For your safety, we do not take requests over the telephone. You can request your repeat medication by dropping your repeat slip into the practice, by emailing us at **DRMITTAL.PARTNERS@NHS.NET** or by registering for on-line access. To do this you will need to visit the practice with a form of photographic ID and one of the team will set this up for you. You can also book appointments and view your medical records with this access if you wish.

Appointment Times

Please ensure that you arrive on time for your appointment. Being late can have a knock-on effect on other people's appointments. If you are late, please note that the doctor may not be able to see you at all and you will need to re-book. Thank you for your cooperation.

Keeping In Touch

Since the beginning of the year, **891** appointments with a GP or Nurse have been wasted due to non-attendance.

This is equivalent of 25 GP working days.

It is vital that you let us know if you cannot attend your appointment so that it can be offered to somebody else.

We offer a text reminder service so that you don't forget your appointment—simply call the surgery and let the

reception team know your up to date mobile number and we'll do the rest!



Contact Details

Telephone : 0118 986 2286

Appointment lines open from 8am—6.30pm Monday-Friday

Results Line open from 2pm Monday-Friday

Prescription & General Enquiries from 11am Monday-Friday