

Newsletter



The Medical Centre - Patient Participation Group

www.themedicalcentregroup.co.uk

December 2019

The Medical Group Christmas and New Year Opening Hours

Shepway		Grove Green	
Tuesday 24 th December	0800-1830	Tuesday 24 th December	0800-1800**
Wednesday 25 th December	CLOSED	Wednesday 25 th December	CLOSED
Thursday 26 th December	CLOSED	Thursday 26 th December	CLOSED
Friday 27 th December	0800-1800	Friday 27 th December	0800-1830
Saturday 28 th December	CLOSED	Saturday 28 th December	0900-1300
Sunday 29 th December	CLOSED	Sunday 29 th December	CLOSED
Monday 30 th December	0800-1830	Monday 30 th December	0800-1800
Tuesday 31 st December	0800-1830	Tuesday 31 st December	0800-1800**
Wednesday 1 st January	CLOSED	Wednesday 1 st January	CLOSED
Thursday 2 nd January	0800-1800	Thursday 2 nd January	0800-1830

*Extended hours – booked appointments only
** Improved access appointments available – please ask at reception

Who to See?

When calling the Surgery for an appointment, who is it you really need to see?

Not necessarily a Doctor. Traditionally Patients did not have a choice in the past as it was only a Doctor who was available.

Often there wasn't even a Receptionist, you just sat and waited your turn. Things are very different today.

These days there are many highly qualified Clinicians such as Advanced Nurse Practitioners, Practice Nurses and Healthcare Assistants working in a progressive Surgery such as ours, who are more than capable of helping with your medical needs. You can see who and how many by clicking onto the website under '@Practice Staff'.

It may also be an option to direct to a Pharmacist.

The receptionists, whether answering the phone or speaking directly, will in future ask a number of questions to help direct Patients to the support they need first time. They are not being intrusive and have been trained in this process which is being rolled out in every Practice throughout the Country.

