

**King Road Medical Centre**

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Fax: 020 8423-7901  
[www.kingsroadmedicalcentre.com](http://www.kingsroadmedicalcentre.com)

**Eastcote Surgery**

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Eastcote Pinner  
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Tel: 020 8866 1238  
Fax: 020 8429 0966  
[www.Eastcotesurgery.co.uk](http://www.Eastcotesurgery.co.uk)

**Did not attend  
(DNA)  
December 2014  
190**



Ask reception for log in details; register on our website to enable you to book/cancel appointment, order repeat prescription or even email reception



when it's less urgent than 999

As of 1st January 2015, the practice is required on a monthly basis to collect, collate and publish the findings of the in-house patient surgery. This survey is on going until further notice. Any practice registered patient can fill in the survey regardless of whether they have recently seen a clinician or not. The survey can be filled in repeatedly as many times or as less as you wish. The results of the survey will be published on the website as well as copies available in the practice. The survey is totally anonymous. Please fill in the survey and deposit it in the box in the waiting room. Thank you to all the patients who took part in this months survey

Numbers of Surveys completed in December 2014: **122**

**You said.....**

Lack of Confidentiality in reception– patient can hear reception conversation

**We did.....**

Unfortunately the design of both the buildings do not permit any changes to our reception area. If you wish to speak to reception in confidence you could always ask to speak in a room which is free.

**You said.....**

Getting appointments is difficult

**We did.....**

Where an issue is deemed urgent as always our clinicians will endeavour to squeeze the patient in, in the morning surgery to be seen. As we only have a limited number of consulting rooms and same number of clinicians it is not possible to increase the number of appointments. However, there are numerous ways of making appointments:

**Appointments on line** for GPs (please choose the correct branch on the drop down menu), you can now also cancel appointments on line

**Pre-book**– there are a few pre-bookable appointments available for the GP's. All of nurses and phlebotomy appointments are booked in advance at reception.

**On the Day**– There are some appointment available on the day. Our lines open from 9am onwards.

The main appointment problem is—**did not attend (DNA)**. Patients book appointment and do not turn up or cancel appointment thus taking appointments which could be offered to other patients

**Surgery News**

**Eastcote:** Two of our long serving receptionist are leaving for pastures new **Bhanoo** on 9th January and **Ann** at the end of January. **Archana** is joining us as of 9th January **Helen** is coming back at the end of January from maternity leave—she had a beautiful baby Girl

***This is our first monthly Newsletter; if there is anything you would like in the Newsletter please let the practice manager know by the 20th of the month; she will discuss with the Patient Participation Group (PPA) or even better please join the PPA and help produce the newsletter—all constructive ideas welcome***