

# IMPERIAL ROAD GROUP SURGERY

[www.imperialroadgroupsurgery.co.uk](http://www.imperialroadgroupsurgery.co.uk)

March 2010

## It's on the Web!

We have had a surgery website for sometime but have recently updated it to include better information and links. We also plan to make online repeat prescription ordering available soon. We still have to put on some better pictures and have been grateful to some patients for their contribution to the website construction. It's address is: <http://www.imperialroadgroupsurgery.co.uk/>



## Farewell and welcome

As you will all know there have been a few staff changes at our surgery. Dr Carole Chamberlain retired in September. She had worked in our surgery for 22 years as a part-time and then full-time partner. Dr Chamberlain had overseen the prescribing, mental health and women's health areas in our practice as well as being involved in the commissioning of local services for our patients and involved in the surgery building improvements. Her hard work will be missed.

Dr Simon Theakston joined us in January with a view to becoming a full time partner of the practice. He is an experienced GP who is interested in training young GPs and will take on a number of other clinical roles once he has got his feet under the table. He has come to us highly recommended and I am sure you'll find him very approachable and supportive.

## CHANGES CHANGES CHANGES

### The Appointment System. Take 3!

The appointment system has always been a major cause of complaints from patients. We have tried booking well in advance in the past but this system just got fully booked up and a reasonable number of patients did not attend for their appointments. We then tried booking on the day but this resulted in telephone lines getting clogged up and appointments going very fast. We provided more doctor and nurse sessions and upgraded the telephone system and still we could not make this system work well, particularly when doctors or nurses are on holiday or are off sick.

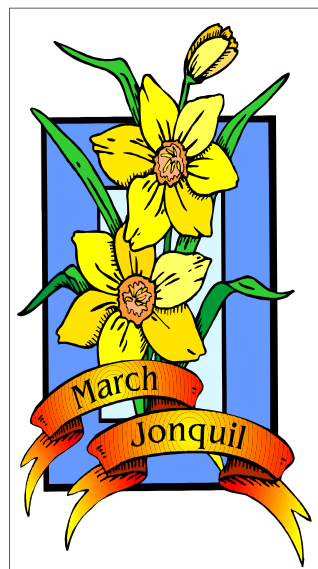
As part of our future plans, we are going to try and change the appointment system again. This time we plan to release 50% of appointments for doctors, two weeks in advance. This means that you can book ahead by 2 weeks but there will still be some ap-



ointments left for the day. The book on the day system will remain during school holidays because we may be short of doctor's appointments at these times.

The new system will start after Easter on the 12/04/10.

This change has been prompted by all your comments and we hope this reflects that we do listen and try to improve things. We hope this new system is an improvement.



## Our Complaints Procedure gets a face lift.

Last year the NHS changed its complaints system. To align ours with this change we have upgraded our own system. The full complaints procedure can be found on the new website and a copy is available on request from our practice manager, Dawn Davis. Posters can be seen in the

waiting room reminding you what to do should you need to use it.

If you do have a complaint to make about the practice, please fill in the complaints form available from the reception or from the website. Send it to us as soon as possible. We will send a letter confirming receipt

within 2 working days, we will invite you to come in and discuss it if you wish and will provide you with a full account, normally, within 4 weeks.

We hope you will never have to use this procedure but it is there for you if you need it.