

# **WEST MOORS GROUP PRACTICE**

## **SPRING 2007 NEWSLETTER**

**Welcome to the first 2007 newsletter which will also be posted on our new website which is [www.wmgp.org.uk](http://www.wmgp.org.uk)**

### **WAITING ROOM**

We hope that patients will enjoy the surroundings of our recently redecorated waiting room. At the request of some patients we have also now supplied a clock.

However we have decided to no longer have music in the waiting room. It is always difficult to find the right 'tempo' to please everyone so it is easier to do without it. Waiting times hopefully are not too long (unless the GP has an emergency to deal with.) and there are magazines to read.

### **DR SARAH PHILLIPS**

Dr Phillips has just departed on maternity leave to have her second baby at the end of February. Dr Phillips plans to return to the practice later in the year. In the interim Dr Vanessa Gunpath will be covering Dr Phillips' surgeries. We look forward to hearing of her new arrival.

### **NEW WEB SITE**

We are currently constructing a new web site for the practice where you will be able to re-order repeat medicines and obtain information about the practice. Essentially it will be a summary of our practice booklet which is also available from Reception.

This is being combined with a new system of 'online appointment booking' and will take effect from **the beginning of April**.

If you have access to the web it is possible for you to register for 'online access'. This does **not** mean that if you cannot access a computer you will have difficulty in obtaining an appointment - we will still have appointments available in the usual way.

However if you would like to book an appointment on line the computer will select 4 random appointments from each Doctor's surgery which may be booked. Once you have entered all the details your appointment will be booked at the surgery.

You will need to register first with a login name and password. Please ask the Receptionists if you are interested in this service and they will supply you with instructions for setting up your log in details.

This is a newly developed service and will expand in due course so that new patients may register at the practice and you will also be able to request prescriptions and advise us of change of personal details.

Initially it will work on appointments only and only with the Doctors appointments.

**PLEASE REMEMBER THAT THIS WILL START IN APRIL SO GET YOUR LOG IN DETAILS NOW!**

**IF YOU DO NOT HAVE ACCESS TO A COMPUTER PLEASE DO NOT WORRY YOU CAN MAKE YOUR APPOINTMENT IN THE USUAL WAY BY TELEPHONE.**

### **NURSE APPOINTMENTS**

We have had a very high demand for nurse appointments recently and we apologise if you have had a delay in obtaining an appointment.

Janine Clive has now completed some further training and will now be available for extra appointments.

We would welcome any feedback on the new access system & our website. Please contact the Practice Manager by letter or phone if you would like to discuss further.