

# Whitley Villa Surgery

Newsletter | March 2017

We would like to take this opportunity to advise you of the continuing integration of services and of some exciting new developments at Whitley Villa.

## New Telephone System

We have listened to patients concerns regarding the difficulties faced when trying to call the practice. In response to these concerns; we are pleased to advise that, during March, work will begin on the installation of a completely new telephone system. This is a major undertaking and involves work at both Whitley Villa and University Medical Practice sites. We are currently working to ensure our resources are used in the most effective way, providing a dedicated team to handle calls quickly and efficiently, this will mean greater success with first time calls, especially at peak periods.

This work will take a few weeks to fully integrate; once complete there will be one telephone number for the University Medical Group; when patients call, the Receptionists will arrange an appropriate appointment at either surgery.

## Duty Team

Since 6<sup>th</sup> February 2017 we have implemented the Duty Team and this has proved very beneficial for our patients.

There is a Duty Team available each day, a doctor and nurse, who handle any emergencies and are able to help patients who need to be seen on the day but are unable to arrange a regular appointment.

### How this works:

If you call the surgery and feel you need to be seen on the day and there are no appointments left; the Receptionist will book a telephone consultation with the Duty Doctor. The Doctor will call you and discuss the problem; if it is felt appropriate to be seen on the day, they are able to make arrangements to see you.

## Important News

During April 2017, opening Hours at Whitley Villa Surgery will change to the following:

Monday 8.00-5.00  
Tuesday 8.00-5.00  
Wednesday 8.00-5.00  
Thursday 8.00-5.00  
Friday 8.00-5.00

Telephones will remain in use until 6.30 as at present so in the case of an emergency please call as normal and someone will be available to help in an appropriate way.

We are happy to answer any questions and listen to any concerns that you may have regarding these changes. There are comment cards available at Reception if you would like the Branch Manager to contact you regarding any concerns or issues.

## Other News

We were asked to make blood test appointments available to book on-line, these are now available.

Sadly Dr Janjua will be leaving us on Friday 17<sup>th</sup> March, you may leave a message for her if you wish, please ask at Reception.

We welcome Dr Zahraa Hasafa, Dr Richard Perry, Dr Rebecca Boreham and Dr Helen Sperry who are joining Whitley Villa, working together with Dr Elizabeth Johnston and Dr Pratigya Gurung. This will provide improved continuity of care and greater choice of doctor

