

# Whitley Villa Surgery

Newsletter | April 2017

## Easter Opening Hours

14<sup>th</sup> April Good Friday- Closed

17<sup>th</sup> April Easter Monday- Closed

In case of emergency please call 111 or if life threatening 999.

The Practice will re-open at 8am Tuesday 18<sup>th</sup> April.



## Update on telephone system

As advised in the March newsletter we have been working on the installation of a new telephone system, both at Whitley Villa Surgery and The University Medical Practice to provide an enhanced level of service to our patients.

From **8<sup>th</sup> May 2017** there will be one number to call: **01189874551**, this will go through to a team of receptionists based at The University Medical Practice. The current Whitley Villa telephone number 01189871645 will automatically divert to the new telephone number.

As a reminder to patients we will ask you the following;

- The reason for your call
- For an appointment, they will ask you the nature of your problem to ensure you are booked in with the most appropriate clinician
- They will ask you to confirm your contact details and address

### PLEASE NOTE

Please ensure you know which surgery to attend for your appointment.

## Midwife Clinic

From the beginning of May, the Midwife Service Organisation have arranged for all antenatal appointments to be held at different locations, depending on the address of the patient. Therefore, there will no longer be a midwife clinic at Whitley Villa Surgery. Reception will refer the patient to the service for the first appointment; this will be arranged by the Midwives, directly with the patient.

## Electronic Prescriptions

Did you know you can arrange for your prescriptions to be sent directly to your chosen pharmacy via an electronic system? Once requested and authorised by a doctor the prescription will be ready to collect from the pharmacy, saving a trip to collect the paper copy. If you are interested, please speak to Reception or your pharmacist.

## Doctors:

Please see details of which doctors are attending Whitley Villa on a routine basis.

<b>Monday</b>	<b>Dr Rebecca Boreham Dr Zahraa Hasafa</b>
<b>Tuesday</b>	<b>Dr Elizabeth Johnston Dr Zahraa Hasafa Dr Bushra Bi</b>
<b>Wednesday</b>	<b>Dr Pratigya Gurung Dr Bushra Bi Dr Elizabeth Johnston</b>
<b>Thursday</b>	<b>Dr Richard Perry Dr Zahraa Hasafa</b>
<b>Friday</b>	<b>Dr Richard Perry Dr Pratigya Gurung</b>
<b>Monday - Wednesday</b>	<b>Shannon Monaghan a Physician Associate who sees patients with supervision from a Doctor.</b>
<b>Thursday</b>	<b>Michael Fuller, a Paramedic who sees patients with minor illnesses such as chest infections, urine infections, tonsillitis etc and also attends most home visits.</b>

**From May 2<sup>nd</sup> 2017 the opening hours at Whitley Villa Surgery are:**

**Monday 8.00am-5.00pm**  
**Tuesday 8.00am-5.00pm**  
**Wednesday 8.00am-5.00pm**  
**Thursday 8.00am-5.00pm**  
**Friday 8.00am-5.00pm**

