



Ambrose Avenue Practice Notes



Compiled by the Patient Participation Group for support members

May 2017

Issue 10

Please cancel your unwanted appointments

The biggest problem facing all our patients is getting an on-day appointment when they are not classed as urgent ... but still a large number of patients have bookings with GPs nurses or phelbotomists they simply do not keep for one reason or another.

Even more of a mystery is why they do nothing about it.

Rather than just not turning up and becoming an infamous DNA ... did not attend ... they could let the surgery know.

Then the precious appointment can be reallocated to someone else.

It all makes great sense and only takes a very quick phone call on the surgery number and that can be at any time of the day or night.

So. Please think of others and let them have times for clinical help you no longer want or need for any reason.

Keep in touch with us over issues that affect you

Hearing difficulties, walking problems, general mobility handicaps or sight impairment, can affect visits to the surgery. Please be aware that if you need assistance when visiting the surgery, let the receptionist on duty know, and help will be found for you.

And, as your patient group, we are always here to lend assistance in forwarding praise to the proper quarter or trying to sort out things that are not quite right with service you expect to receive at Ambrose or Tollgate.

The contact details are at the bottom of this sheet.

We're in the surgeries to talk to patients

Part of the regular programme of engagement by the active members of our group is to be in the surgeries at both Ambrose and Tollgate for a day a month.

The 2017 schedule has started with us planning to be there on different days of the week to cover various special services as well as those attending surgeries for Minor Illness Clinics and regular GP appointments.

Next one is Friday May 19. Please stop and have a word with the member on duty and see what updates and information they have for you.

Any comments, queries, praise or criticism to Patient Participation Group secretary Ray Hardisty on 07434 309261 or at ray.hardisty@btopenworld.com