

**Mawbey Group Practice  
PPG Newsletter  
November 2019**

Following the recent PPG meeting it is clear we need to share with you all some more of the recent changes the practice has made.

#### Telephone consultations

We mentioned in the July newsletter that we planned to formalise the process and each named GP would have a specific session for telephone advice.

We no longer offer on the day calls from your named GP. The doctors are available for telephone consultation on the following days you can book a slot by asking for your named GP

Monday	Dr Harris /Dr Hall/Dr Angopa
Tuesday	Dr Ball
Wednesday	Dr Samarasinghe/Dr North
Thursday	Dr Mordhorst

If you want more rapid advice we would recommend using our e-consulting service.

e-Consult lets you consult with your own NHS GP by completing a quick online form that is sent and reviewed by the practice. This is not an emergency service and we will always try to respond the same day where possible. We can also direct the patient to self-help, pharmacy advice and local self-referral services.

<https://mawbey.webgp.com/>

We have been using both systems for the last few months and although it has been a change it has resulted in a more equitable service and a more appropriate use of telephone consulting.

If you have any feedback please do not hesitate to e-mail me [c.gray@nhs.net](mailto:c.gray@nhs.net)

**We also need to remind you that using e-mail is not for urgent matters.**

If you have a genuine medical emergency we can offer you an on the day appointment with any doctor if you call in at 8am (some of these appointments maybe at another site).

If you want a routine appointment or a specific time these are usually available with 2-3 days but vary with GP availability.

We currently only have 2 GPs who offer late slots so the wait maybe longer for these slots although we can organise appointments at these times at a partner practice on a daily basis

If you wish to only see specific GPs the wait for a routine appointment will be longer as leave and other commitments reduce availability .

#### Repeat prescription

The time taken to fill a request is now 48 hours. If you order any repeat prescriptions by e-mail please let us know (in the comment box) if there are any reasons for any changes that you think we should know.

We do not take request for prescriptions over the telephone.

#### News Update

Dr Ball has returned from maternity leave and will be here on Monday and Tuesdays. I am delighted to tell you that Dr North has agreed to stay with us and from 6<sup>th</sup> January will be here Tuesday Wednesday and Thursdays