



## NEWSLETTER – WINTER 2019

### CHRISTMAS AND NEW YEAR OPENING HOURS

Monday 23 December	Normal Hours
Tuesday 24 December	Normal Hours
<b>Wednesday 25 December</b>	<b>CLOSED (Christmas Day)</b>
<b>Thursday 26 December</b>	<b>CLOSED (Boxing Day)</b>
Friday 27 December	Normal Hours
Monday 30 December	Normal Hours
Tuesday 31 December	Normal Hours
<b>Wednesday 01 January</b>	<b>CLOSED (New Year's Day)</b>
Thursday 02 January	Normal Hours
Friday 03 January	Normal Hours



For urgent medical problems that cannot wait until we re-open, please telephone the **NHS Out-of-Hours service on 111**.  
For emergencies, telephone **999**.

Please order your prescriptions in advance of the Christmas period and allow plenty of time before and during the Christmas and New Year period for your prescription to be processed.



We are excited to tell you that we were nominated for the People's Choice Award for GP Surgery of the Year. We are very proud to announce that we have been shortlisted into the top three surgeries. The Award is being announced and presented in London on **Friday 29 November**. Most of the doctors and staff are attending this event, and as a result, **there will be a reduced service from 1pm on this day**. Our Weedon site will close whilst the Greens Norton site will stay open. We hope that you will join us in celebrating this fantastic achievement.

### SOME FANTASTIC NEWS!

The results of the National Patient Satisfaction Survey have been published. We were ranked **69<sup>th</sup> out of a total 6859 practices in the UK**. To put this into perspective, the next closest ranked surgery in Northamptonshire was 361<sup>st</sup>. We all work very hard to deliver an excellent service and it is rewarding to be top of the local practices again.

### CHARITABLE DONATIONS

We are pleased to say that, as a practice, Greens Norton and Weedon Medical Practice raised **£125.00 for Jeans for Genes** on Friday 20 September 2019.

## ANNOUNCEMENTS

In early January 2020 we shall welcome Dr Laura Whitehouse back from her maternity leave and, only a couple of weeks later, we shall be wishing Dr Alice Lenton all the very best as she embarks maternity leave. Dr Sarah Haughney, who has been locuming at the practice since the summer, will be joining the team to cover Alice's leave. Dr Toyosi Adeniji has now completed her four month training stint at the practice and we would like to wish her well with the rest of her GP training. Finally we are delighted to welcome Clinical Pharmacist, Ridwan Patel and Social Prescribing Link Worker, Helen Blackburn to the team. Ridwan will be supporting patients and GPs with medication reviews, while Helen will provide wellbeing support to patients.

## WEEDON BUS SERVICE

We have noticed that there has not been much use of the Bus Service between Flore and Weedon. This was originally set up after the Flore and Weedon surgeries merged in 2001. Unfortunately it is no longer viable to continue this service and it will be discontinued in the New Year. DACT (Daventry Area Community Transport) is a fantastic local resource and able to bring you to your appointments at a time of your choice. There are some leaflets available in reception regarding this.

## EXTENDED HOURS SURGERIES

There will be no extended hours surgeries at Greens Norton Medical Centre or Weedon Surgery when we are closed for staff training, see dates below.

## SURGERY CLOSURE FOR STAFF TRAINING

Both Greens Norton Medical Centre and Weedon Surgery will be closed on the following Wednesday afternoons for staff training. The surgeries will close at 12.30pm.

**Wednesday 04 December**  
**Wednesday 15 January**

**For urgent medical problems that cannot wait until we re-open please telephone the NHS Out-Of-Hours service on 111.**

## IMPORTANT APPOINTMENT INFORMATION

We are continually reviewing the amount of nursing and GP time offered to meet patients' requests for appointments. On occasions patients fail to attend their appointments and we ask that you cancel appointments that you no longer require to enable us to offer them to someone else.

The most recent attendance results are as follows:

<b>01 September 2019 – 31 October 2019</b>	<b>Patients Attending</b>
GPs	<b>97%</b>
Nurses & HCAs	<b>95%</b>

**Appointments can be cancelled by contacting reception or through SystemOnline.**