



# HEALTH MATTERS

North Street  
Calne  
Wiltshire  
SN11 0HH  
Tel: 01249 812141  
[www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)

## MANAGING PATIENT DEMAND

Thank you to all our patients who completed the Patient Participation Group (PPG) Survey either in the waiting room or online; a full report will be published later in March after it has been reviewed by our Patient Participation Group.

As an immediate response to the questionnaire, we are trialing a new appointment system; instead of booking 4 weeks in advance, routine appointments will now be available within 1 or 2 weeks.

We are also, due to the extremely high levels of telephone calls and on the day appointments, trialing a new triage system from 20th February 2019. Please be assured that there will not be any sudden changes and it will not affect you accessing an on the day appointment if needed; the transition process will take place at a very slow pace.

Within the new triage system you may still see a clinician face to face or you may be sign-posted to other members of the Practice team including our Duty PA's.

We hope these changes will enhance the patient experience and will be asking you for feedback.

### Opening Times:

Visit the Surgery Monday to Friday:  
8.30am - 6.00pm  
Or telephone between:  
8.30am - 5.30pm

### Surgery Times (by appointment):

Monday, Wednesday and Thursday  
8.30am - 12.30pm  
2.00pm - 6.00pm  
6.30pm - 8.00pm  
Tuesday and Friday  
8.30am - 12.30pm  
2.00pm - 6.00pm

### Out of Hours Service: 111

### Our Doctors:

Dr R Leach MA BM BCh MRCPG DRCOG  
Dr E Tully MB BCh BAO DFRSH MRCPG  
Dr N Ware MB BS BSc DRCOG MRCPG  
Dr J Dalton BM MRCPG DFRSH DCH  
Dr N Abel BM BS MRCPG  
Dr E Simons MB ChB DFFP  
Dr C Paget MB BCh MRCPG DFRSH  
Dr T Chambers BSc MBChB DRCOG  
Dr K Bailes MBChB (starts Mar 2019)

### Trainees:

Dr G Pearson MBChB

### Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake  
Nurse Practitioner Emily Davies

## TRAVEL PLANS?

If you are making travel plans, you may need [travel vaccines](#).



**PLEASE NOTE THAT WE ARE UNABLE TO OFFER VACCINATIONS WITH LESS THAN ONE MONTH'S NOTICE.**

However, the specialist MASTA travel clinic (nearest one in Chippenham) may be able to help - <http://www.masta-travel-health.com/>



## NEW TEXT MESSAGING SERVICE

We have introduced a new text service which allows us to send and receive text messages to individuals or groups of patients.

This new functionality means that if you wish to cancel your appointment you can do so by replying to the text. You can also download an MJog Messenger app on Apple Store or Google Play.

Learn more at [www.mjog.com/messenger](http://www.mjog.com/messenger)

*When you have finished reading the Newsletter, please leave it in the Waiting Room for others to read. Thank you.*

# Click and easy

## GP online services

You can now book appointments, order repeat prescriptions and even access your GP records online. It's quick, easy and your information is secure.

Register for online services at your GP surgery or to find out more visit [nhs.uk/GPonlineservices](https://nhs.uk/GPonlineservices)

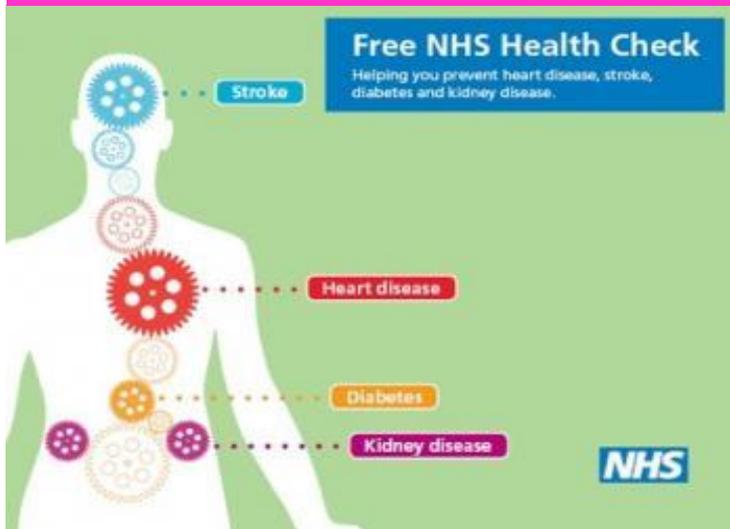


Did you know that you don't have to wait on the phone to speak to the surgery? Just like online banking, you can look at your GP records on a computer, a tablet or a smartphone, using a website or an app. You can choose to:

- ◆ Book and cancel appointments with your doctor or nurse online, when it suits you.
- ◆ Order repeat prescriptions online.
- ◆ Look at part of your GP records online.

Online services are free to use and are just another way of contacting the surgery. You can still ring or come in

## NHS Health Checks



The NHS Health Check programme aims to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia. Everyone between the ages of 40 and 74, who has not already been diagnosed with one of these conditions or have certain risk factors, will be invited (once every five years, starting at age 40) to have a check to assess their risk of heart disease, stroke, kidney disease and diabetes and will be given support and advice to help them reduce or manage that risk.

If you receive an offer of a NHS Health Check - please take it!

## NORTH STREET TRAFFIC CALMING MEASURE

Wiltshire Council is constructing a priority build-out on North Street, close to the surgery. The build-out will incorporate a pedestrian crossing point in order to improve pedestrian facilities as well as reducing vehicle speeds.



Work starts on 18th February 2019 and will take up to 2 weeks to complete. A road closure will be required and a signed diversion route will be in place.