

MARK STREET SURGERY NEWSLETTER

March 2020

New Staff

We welcome to the Surgery our new receptionist Vickie



Our recent CQC visit rated the surgery as GOOD in all areas

Are you registered to use our Online Services?

You can now book and cancel appointments, view your records and order prescriptions online. If you are not registered please speak to one of our receptionists who will be happy to help you do this.

PATIENT PARTICIPATION GROUP

The Group meet every 3 months to discuss future plans for the surgery and get patient's input. We are always seeking new members, **if you have time to spare and would like to join our Patient Participation Group please register an interest at reception.**

As a practice we will be contacting our patients more using text messaging. Please ensure that you keep your records updated with a current mobile telephone number. If you don't want to receive text messages from us please let us know.

IF YOU HAVE TRAVELLED TO ANY COUNTRY WITHIN THE LAST 14 DAYS PLEASE DO NOT COME INTO THE SURGERY. PLEASE GO HOME AND PHONE NHS 111 FOR ADVICE.

Coronavirus COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus. The symptoms of coronavirus are; a cough, a high temperature and shortness of breath. However these symptoms do not necessarily mean you have the illness. The symptoms are similar to other illnesses that are much more common, such as cold and flu. Please visit the NHS website for more information and advice. <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Did you know 185 patients did not attend their appointments in January. These appointments could have been given to other people. If you know you are unable to attend your appointment please contact the surgery to cancel it.

