

# GP Direct Patient Newsletter

August 2006

Volume 1 Issue 4

## 3 Welbeck Road opens its doors to patients

On the 14<sup>th</sup> July 2006 on a glorious Friday afternoon GP Direct held a modest ceremony to mark the opening of an extension to its' Welbeck Road premises. Special guests included the longest registered patient, Mr Eric Feakins, and Dr Morgan-Jones who was previously a partner at the Welbeck Road surgery. The guests as well as the doctors and staff watched on as Mr Feakins was given the honour of cutting the green ribbon to mark the opening of the extension.

Dr. Imtaiz Gulamali, one of the seven partners at GP Direct said:  
*"The extension has taken GP Direct, the largest practice in Harrow one step closer to its goal of centralizing and providing even more services in the community. This is what our patients and us as clinicians want. With the dedicated team of staff here at GP Direct, we can offer more services for our patients such as phlebotomy (blood test), Diabetic eye screening, spirometry (lung tests),*

*ECG, physiotherapy, an extensive baby clinic, specialist disease care clinics and more. This space will undoubtedly enable us to provide more in-house services."*

Please note: 3 Welbeck Road is the surgery with the blue railings and the white door.

### Book up to a week in advance

GP Direct operates a policy of booking appointments in advance and on the same day for any medical reason. Patients can book the first few early morning appointments up to one week in advance, and can also book a variety of morning and afternoon appointments a couple of days in advance. If you do require an advanced appointment call the surgery after 10am during the week, to avoid the morning rush, and the receptionists will help you find a convenient available time.

For antenatal, coil reviews/insertions and for the very frail and elderly we can book anytime in advance.

### Flu clinics to start in October

We will be starting our flu clinics in mid October. Keep your eyes out for the dates in September. For those who are aged over 65 and/or suffer from diseases, such as Diabetes or Heart disease you are strongly advised to get vaccinated. For those in the higher risk category we will send out a letter with the flu clinic dates in due course.

### Patient Notice: All Baby Clinic, Blood tests & Physio sessions at Welbeck Road

- \* Baby clinic is held every Wednesday from 9:45am to 12:15pm at 3 Welbeck Road
- \* Blood tests are held every Tuesday, Wednesday, Thursday and alternate Fridays mornings, in addition we do have some appointments at Kenmore clinic every Monday.
- \* Physiotherapy sessions have moved over from Eastcote Lane to 3 Welbeck Road on Monday and Fridays every week.

### Zero Tolerance on non-attendance

In recent months GP Direct has adopted a zero tolerance policy to non attendance of appointments. With around 150 to 200 appointments being missed every month, resulting in valuable clinicians' time being wasted. In the past two months 3 patients have been removed and over 60 have been sent warning letters. Please bear in mind the following points:

- 1) If you need to cancel give at least one hours notice (otherwise it will be counted as a non attendance), call the cancellation line on 020 8515 9328.
- 2) If you miss two appointments in any given year, you will be sent a warning letter.
- 3) If after being sent a warning letter you miss another appointment in the same year you will be removed (and given 30 days to register elsewhere)
- 4) At the end of the year we will wipe the record clean

**PATIENT NOTICE:** We are closed for staff training from 1pm on the last Thursday of every month.

### Phone system figured quite highly

Harrow Primary Care Trust carried out an audit of the speed of answering phones of all the GP Practices in Harrow. GP Direct figured quite highly in the audit. However the audit also raised areas for improvement. We hope these improvements will become visible in coming weeks & months.