

# NEWSLETTER

www.holliesmedical.co.uk

## WELCOME TO THE HOLLIES MEDICAL PRACTICE

The Doctors and staff at The Hollies Medical Practice in Tamworth are proud to offer the highest standard of patient-centred healthcare.

We run many clinics for the management of chronic diseases such as asthma and diabetes and offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations, and seasonal vaccinations and well-person check-ups.

The practice has embraced the Additional Role Reimbursement Scheme introduced in England in 2019. This has enabled the Hollies to extend its clinical team to include an Emergency Practitioner, 3 Clinical Pharmacists, a Pharmacy Technician, a Nursing Associate and 2 Care Co-ordinators.

The scheme improves access for patients, supports the delivery of new services and widens the range of offers available in primary care.

## THE DOCTORS

Dr. Steve Davies

Dr. Gibu Koshy

Dr. Annabel Olojede

Dr. Bharathi Pai

Dr. Keith Jay

Dr. Linsey Murdock (maternity)

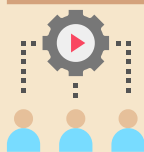
Dr. Rohit Choudhary

Dr. Clare Swaebe

Dr. Cierian Sanders  
(GP Registrar)

Dr. Laura Welch

Dr. Leeanne Minto



## NEW CLINICAL STAFF

We are delighted to introduce our new clinicians that can support you with your health & wellbeing.

Dr. Leeanne Minto

Matthew Howe - Specialist Paramedic Practitioner

Katy Parnham - Advanced Nurse Practitioner

Sian Gibbins - Practice Nurse

Dr. Mahipal Alumalla - Locum GP

Hollies Medical Practice

in this issue

Welcome message

Staff, new roles and practice information

Social Prescribers & community services

Appointments

Winter vaccination programme

Statistics & Refurbishment Update

Connect with us

## OPENING TIMES

Please be aware the practice door does not open until 8.30am and we are unable to book on the day appointments by phone between 8-8.30am.

Monday | 08:00 - 18:30

Tuesday | 08:00 - 18:30

Wednesday | 07:00 - 18:30

Thursday | 07:00 - 18:30

Friday | 08:00 - 18:30

Weekend | CLOSED

*Extending hours will be offered in conjunction with the Mercian Network.*

## TELEPHONE

**Main Switchboard:**

**01827 217799**

**Home Visits:**

**01827 218444**

## URGENT CARE

If you do not feel it is a medical emergency, call 111.

Medical advice is always available by calling 111

**Call 999 for emergencies.**





## HOME VISITS

Requests for home visits should be made between 8.30am and 11.00am on weekdays using the dedicated number: 01827 218444.

Visits should only be requested for patients who are bed bound or medically unfit to leave home. The Doctor may call the patient initially in order to assess if they can assist over the phone or arrange for a clinician to visit.

ill decide whether the visit is necessary, in which case a doctor or a nurse may attend.



### CALL 111 IF:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health information or reassurance about what to do next.

### CLINICAL TEAM



#### SPECIALIST PARAMEDIC

##### PRACTITIONER:

MATTHEW HOWE

##### SENIOR PRACTICE NURSE:

SARAH GOZZARD

##### ADVANCED NURSE PRACTITIONER:

KATY PARNHAM

##### NURSES:

ANNETTE BROTHERHOOD

JANE FIFIELD

SIAN GIBBINS

##### NURSING ASSOCIATES:

REBECCA BAKER

##### HEALTH CARE ASSISTANTS:

CHARLOTTE BARKER

EMMA ANDREWS

JULIE HUMPHRIES

##### PHARMACY TEAM:

RUPINDER CHEEMA (MATERNITY LEAVE)

HAJIRAH REZE

SIMRET NEER

FALLON LLEWELLYN

### ADMINISTRATION TEAM

#### PRACTICE MANAGER:

SHARON TAYLOR

#### PRACTICE ACCOUNTANT:

ANNEMARIE RIJSWIJK

#### MANAGEMENT ASSISTANTS:

JANE MCMINN

#### CARE COORDINATORS:

NIA MULLEN (MANAGEMENT ASS.)

GEMMA COOPER

#### WORKFLOW COORDINATORS

AMANDA

RACHEL

#### PRACTICE

##### ADMINISTRATORS:

ALISON

BONNIE

KATHERINE

SOPHIE

SUE

TRACEY

#### OFFICE MANAGER:

KATHRYN ARMSTRONG

#### IT AND QUALITY COORDINATOR:

LUCY WASELL

#### COMPLIANCE COORDINATOR:

LAURIE PRIESTNALL

#### PATIENT SERVICE TEAM LEADER:

KATY HOWES



### COMMUNITY SERVICES

**DISTRICT NURSES:** 0300 124 0347

**MIDWIVES:** 01827 263870

**HEALTH VISITORS & SCHOOL NURSE TEAM:**

0300 303 3924

**DID YOU KNOW WE OFFER A RANGE OF CLINICS TO HELP MANAGE YOUR HEALTH CONDITIONS...**

## CLINICS AVAILABLE IN PRACTICE

- ANTENATAL CLINIC
- CHILD HEALTH SURVEILLANCE
- CHILD IMMUNISATIONS
- CONTRACEPTION
- COIL AND IMPLANON FITTING
- CERVICAL CYTOLOGY
- MINOR SURGERY
- RESPIRATORY CLINIC
- DIABETIC CLINIC
- CORONARY HEART DISEASE CLINIC
- TRAVEL VACCINATIONS
- NEW PATIENT SCREENING
- HYPERTENSION



**PLEASE ENQUIRE AT THE PRACTICE FOR FURTHER DETAILS.**

## COMMUNITY SUPPORT

Within our community you will find many services that offer support for your physical and mental well being. These can be accessed independently or we may refer you following a medical diagnosis.

Please read on to gain more information or contact the practice for more help.

One of our main community support providers is Community Together and they offer the following:

**NEED HELP OR SUPPORT?  
FREEPHONE 0808 175 4041**

**NHS SOCIAL PRESCRIBING**  
ONE TO ONE NON-MEDICAL SUPPORT IN YOUR COMMUNITY

**THE HUB - COMMUNITY CAFE**  
OPEN MON-FRI 10AM TO 3PM  
OFFERING REFRESHMENTS AND DAILY ACTIVITIES

**BEFRIENDING SERVICE**  
TELEPHONE, FACE TO FACE SUPPORT FOR ANYONE WHO FEELS LONELY AND ISOLATED.

**FORM FILLING SERVICE**  
• BENEFITS • HOUSING BLUE  
• BADGES • HIDDEN DISABILITIES  
• LANYARD • BUS PASS

**MEALS ON WHEELS**  
FRESHLY COOKED 2 COURSE DINNER – MONDAYS, WEDNESDAY AND FRIDAYS, DELIVERED TO YOU DOOR.

**TALKING THERAPY**  
ONE TO ONE COUNSELLING INCLUDING COPING STRATEGIES.

**FUTURE FOCUS MENTAL HEALTH COMMUNITY RECOVERY WORK**  
ONE TO ONE NON-MEDICAL SUPPORT IN THE COMMUNITY FOR PEOPLE WITH LONG TERM MENTAL HEALTH CONDITIONS

**HOSPITAL TO HOME 'POSITIVE STEPS'**  
SUPPORTING PEOPLE OUT OF HOSPITAL AND TO LIVE AS INDEPENDENTLY AS POSSIBLE

**WE OFFER A WIDE RANGE OF COMMUNITY BASED SERVICES, THAT ARE PERSON CENTRED AND DELIVERED BY AN AMAZING TEAM OF STAFF AND VOLUNTEERS.**

## SELF CARE



As a Self-Care Aware practice we are here to help you feel able to look after your own health when it is right for you. So, when you come in for a consultation, the doctors, nurses and healthcare assistants in this practice will talk to you about what you can do to help maintain and improve your health.

Self-care for common conditions  
Did you know that one in five GP visits are for common conditions, such as backache, headache or cough? For most people, these are not serious health problems – you just want to know how to relieve it and you want a treatment that acts fast. You also want to know how long you're going to suffer or what you should do if your symptoms change.

The good news is that self-care can help you manage most of these problems. It may mean you don't have to spend time waiting to see your GP but can get on and start tackling your symptoms. Self-care for common conditions can also help free up some of your GP's time, making it easier to get an appointment when you have a more serious condition.

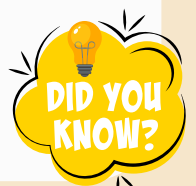
Use this table to help direct you to the most efficient care required.

**Injured or unwell? Use the right service** **NHS**

<p><b>Self-care</b></p> <ul style="list-style-type: none"> <li>• Grazed knees</li> <li>• Sore throat</li> <li>• Coughs &amp; colds</li> </ul> <p>Visit <a href="https://www.nhs.uk">nhs.uk</a> for self-care advice</p>	<p><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li>• Headaches</li> <li>• Upset stomach</li> <li>• Aches &amp; pains</li> <li>• Bites &amp; stings</li> </ul>	<p><b>111 NHS 111</b></p> <p>Visit <a href="https://www.nhs.uk">111.nhs.uk</a> or call 111 for advice and support</p> <p>24 hours a day 7 days a week</p>	<p><b>GP</b></p> <p>Call your GP for symptoms that won't go away</p>	<p><b>Minor Injury Unit</b></p> <p>Urgent but not life-threatening</p> <ul style="list-style-type: none"> <li>• sprains</li> <li>• fractures</li> <li>• burns</li> </ul>	<p><b>999 A&amp;E</b></p> <ul style="list-style-type: none"> <li>• Unconscious</li> <li>• Breathing difficulties</li> <li>• Stroke</li> <li>• Heart attack</li> <li>• Heavy bleeding</li> <li>• Severe burns</li> </ul>
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#ChooseWell

- The NHS belongs to all of us – help us to keep it working smoothly by turning up for appointments
- A recent study estimated that, in 2021/22, the average 9-minute GP face-to-face consultation costs £42.
- A visit to Accident and Emergency can cost £77-359



*The practice noticeboards have factsheets and information about common conditions and how you can look after yourself at home.*



## OTHER SERVICES YOU CAN CONTACT DIRECTLY WITHOUT SPEAKING TO YOUR GP

The following service can be contacted directly to support you with your health and wellbeing concerns. These services can treat, prescribe or redirect you to the correct service required.

### DIRECTORY

#### AGE UK

- Health & Wellbeing
- Work & Learning
- Money & Legal matters
- Care and support

**WEBSITE:** [WWW.AGE.ORG.UK/STAFFORDSHIRE](http://WWW.AGE.ORG.UK/STAFFORDSHIRE)  
**TELEPHONE:** 01785 788499  
**EMAIL:** [INFO@AGUKSTAFFORDSHIRE.ORG.UK](mailto:INFO@AGUKSTAFFORDSHIRE.ORG.UK)

#### CITIZENS ADVICE

- Benefits
- Relationships
- Discrimination
- Works
- Housing
- Tax
- Debt & Money
- Healthcare
- Education
- Law & Rights

**WEBSITE:** [CASESTAFFS.ORG.UK](http://CASESTAFFS.ORG.UK)  
**TELEPHONE:** 0808 278 7977  
**ADDRESS:** 29 LEVETTS FIELDS, LICHFIELD, WS13 6HY

#### COMMUNITY PHARMACY SERVICE

It is not always necessary to see a GP as community pharmacies are often trained to provide care for patients aged over one with the following conditions:

- Acute pain/sprains/strains/swelling
- Bites
- Colds/Flu/congestion
- Cold sore blisters
- Constipation
- Ear conditions
- Eye conditions
- Diarrhoea
- Haemorrhoids, rectal pain
- Hair loss
- Hay fever
- Headache/Migraine
- Heartburn
- Indigestion
- Infant Colic
- Mouth ulcers
- Nappy rash
- Oral thrush
- Ringworm/Threadworm/Scabies
- Skin Dressings
- Sleep difficulties or tiredness
- Skin Rash/Allergy
- Stings
- Teething
- Toothache
- Vaginal discomfort
- Vomiting or nausea
- Warts/Verrucae
- Wound problems
- Wrist pain or swelling

The trained pharmacist will assess you and either recommend the medication required or recommend you see your GP

#### HEALTH VISITOR & SCHOOL NURSE

Parents and young people can contact them directly for support or advice by calling the

**WEBSITE:** [WWW.MPFT.NHS.UK/SERVICES/HEALTH-VISITING-AND-SCHOOL-NURSING/STAFFORDSHIRE-CLINICS/WHAT-WE-OFFER](http://WWW.MPFT.NHS.UK/SERVICES/HEALTH-VISITING-AND-SCHOOL-NURSING/STAFFORDSHIRE-CLINICS/WHAT-WE-OFFER)  
**EAST HUB TELEPHONE:** 0300 303 3924

## HUMANKIND DRUG AND ALCOHOL SUPPORT STAFFORDSHIRE TREATMENT AND RECOVERY SERVICES - STARS

If you are ready to start your recovery journey from drugs or alcohol, their trained professionals can support you to reach your goals.

**WEBSITE:** [HUMANKINDCHARITY.ORG.UK](http://HUMANKINDCHARITY.ORG.UK)  
**TELEPHONE:** 01283 741053  
**EMAIL:** [HUMANKIND.STARSEAST@NHS.NET](mailto:HUMANKIND.STARSEAST@NHS.NET)

#### MEDICATION REVIEWS

We have a pharmacy team with 3 qualified clinical pharmacists and a pharmacy technician in practice.

The team monitor medication review, new medication and can help with medication queries, sort out issues related to medication, update medication after discharge from hospital. You will be contacted regarding any changes and routine reviews.

**If you need advise please contact the practice via the website and you will be contacted with 48 hours.**

#### MENTAL HEALTH ISSUES

Support for all forms of mental health issues including: depression, panic attacks, PTSD, health anxieties, social phobia and other mental health concerns.

**South Staffordshire Emergency**  
**24/7 Urgent NHS Mental Health Helpline:**  
**TELEPHONE:** 0808 196 3002  
**EMAIL@** [ACCESS.STAFFORDSHIRE@MPFT.NHS.UK](mailto:ACCESS.STAFFORDSHIRE@MPFT.NHS.UK)  
**Please note this is not a crisis helpline, if you need urgent help dial 999!**

#### MINOR EYE CONDITION SERVICE

Service provided under the NHS for Distorted vision, red eyes, dry eyes, watery eyes, ingrowing eyelashes, eyelid lumps & bumps, blurred vision, flashers & floaters

**WEBSITE:** [WWW.PRIMARYEYECARE.CO.UK](http://WWW.PRIMARYEYECARE.CO.UK)  
**CONTACT OPTICIAN DIRECTLY... ASDA - OPTICAL SITE, BOOTS, JENKS OPTICIANS, MW PHILLIPS OPTICIANS, SPECASAYER.**

#### SALT - SPEECH AND LANGUAGE

- Concerns regarding speech and language
- Assessment, advice, diagnosis (if appropriate) and therapy
- Parents can self refer their child if they have any concerns

**WEBSITE:** [WWW.MPFT.NHS.UK/SERVICES/SPEECH-LANGUAGE-THERAPY-SERVICES-CHILDREN](http://WWW.MPFT.NHS.UK/SERVICES/SPEECH-LANGUAGE-THERAPY-SERVICES-CHILDREN)  
**TELEPHONE:** 0300 790 7000 (24 HOURS A DAY)

#### SOCIAL PRESCRIBER

Social Prescribing is a method of linking people to non-medical support within the community, with the aim to improve wellbeing. The service is free of charge and available to anyone over the age of 18.

- Take control of your own health and wellbeing
- Support you to stop smoking or cut down on alcohol consumption
- Feel less lonely and isolated
- Feel more confident and less stressed

**Self Refer by calling: 01827 59646**

## HOW TO MAKE THE MOST OF YOUR GP APPOINTMENT



Please be aware that we have **10 minutes per appointment**



- We recommend problem one per appointment.
- If you wish to discuss multiple issues, please mention this at the start of the appointment so that together we can prioritise what can safely be dealt with today.

*Prior to your appointment we would recommend:*

- Giving an indication of your problem at booking can help your doctor manage the appointment for efficiency.
- Think about your symptoms beforehand, what is worrying you. Maybe make a list, but be aware that we only have ten minutes.
- **Please be on time for your appointment**, but be aware that there are occasions when you may have to wait, especially if the Doctor you have an appointment with has had to deal with a medical emergency or patient with complex issues, before your appointment.
- Get to the point, don't save the important issues until the end.
- Wear accessible clothing if it's likely you'll need an examination.
- Your appointment is booked for you; please don't expect the doctor to deal with the problem of a relative or child during the appointment. Please make a separate appointment for them if they need to see a GP.

### WHY MIGHT YOUR APPOINTMENT BE LATE?

There can be many reasons as to why your appointment may be running late but here are a few of the most common reasons:

- There's no easy answer as to why appointments run late. There are many factors that go into a GP's day that can cause your appointment to be delayed.
- For instance, the GP dealing with a medical emergency, assisting a patient with complex health needs, being asked to deal with urgent enquiries from other healthcare professionals e.g. paramedics or community nursing.
- Patients are booked in every 10 minutes with a GP, in this time your doctor will be expected to discuss your medical concerns, record them for future reference, refer you on for further treatment, issue medication and arrange any follow ups.
- As you can expect this often can take up more time than 10 minutes.

*cont...*

### Complex Patients

- Patients come to the surgery for a variety of reasons and this can range from a problem with an available fix in your consultation to a much more complex issue such as a terminal illness which often over runs the 10 minutes allocated.
- These are common occurrences and understandably we do not limit these consultations.
- Please be understanding towards fellow patients who may be in this situation.

### Other Healthcare Professionals

- GPs are part of a larger health care team and are often contacted by emergency services, laboratories and community services such as the District Nurses and Social Services.
- Contact with the GPs is always arranged after booked clinics but in emergency / urgent situations this is unavoidable.
- If you are waiting to see your GP they may be liaising with a healthcare team on behalf of a patient.

### Emergencies and Serious Incidents

- Whilst we are not an emergency service, we occasionally have medical emergencies take place in the surgery. When this happens routine clinics often stop and health care professionals will be asked to attend until an emergency service arrives.
- Even when the ambulance arrives it can take a while for everyone to resume their usual activities.
- Due to attempts to maintain patient confidentiality you often won't be aware of an incident taking place until emergency personnel arrive at the surgery.
- In severe cases your appointment may need to be rescheduled.

**Please arrive 5 minutes before your appointment time and use the electronic check in screen, especially when reception is busy.**

- If you arrive late for your appointment please be aware you may be asked to rebook your appointment.
- Please bear in mind the doctor/ nurse has other patients to see, and consulting with patients who arrive late will mean the surgery will not run to time.



## WHY DO RECEPTION ASK FOR THE REASON OF MY APPOINTMENT?

Getting the right care first time...

- When you contact the practice, you will be asked for some brief information about the reason you require an appointment.
- The Doctors have asked the team to find out this information as they are trained to signpost you to the most appropriate medical care, from the most appropriate health professional, at the most appropriate time.
- The practice now has lots of new healthcare professionals supporting the Doctors including clinical pharmacists, Social prescribers and care coordinators.
- There are also community services set up to help patients directly, such as a minor eye condition service run by opticians to offer services under the NHS and direct access to the mental health teams. It is likely that you will receive the care needed more quickly.
- By patients using these services, it allows us to make the best use of the GP appointments that are available.

Please help us to help you by providing this reason and following their suggestions.

## SOME INTERESTING APPOINTMENT STATISTICS FROM 2022

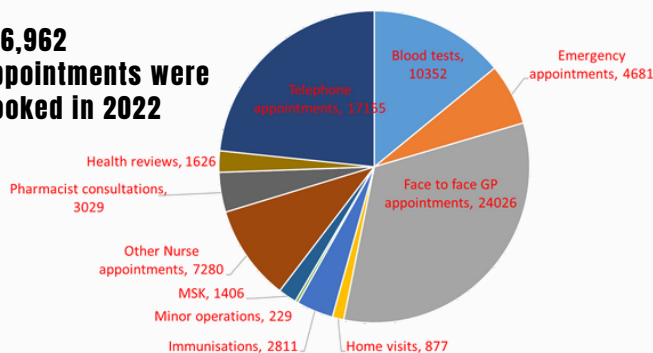
We currently have 15,932 patients registered at the practice

- 11,472 of these patients had at least one appointment during 2022
- 1,804 patients had more than 10 appointments last year, that's .....
- 1,369 patients had between 10-19 appointments
- 345 patients had between 20 – 29 appointments
- 66 patients had between 30 – 39 appointments
- 14 patients had between 40 – 49 appointments
- 10 patients had between 50 – 110 appointments during 2022

### In 2022, the Doctors issued 304,812 items on prescription

- Referred 4655 patients to secondary care for further investigations
- Issued 3497 sick notes to patients

**146,962**  
Appointments were booked in 2022



Based on the statics gathered from 2022 we have streamlined our internal practice processes in the aim to offer quicker and better service. Please contact us by the website for any none medical emergencies.

## PRESCRIPTIONS

Please allow sufficient time, ideally 7 days but no less than 48 hours to request your repeat prescription.

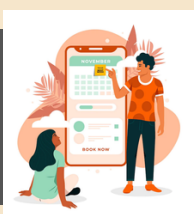
Please note: that repeat prescriptions cannot be dealt with over the phone. Please request via the pharmacy or our request via our [website](#).



## REFERRALS

Once your referral has been sent to a hospital/other service provider, we are unable to track it, as they keep their own waiting lists.

If you want to find out more about waiting list times for your hospital referral, please visit: <https://www.myplannedcare.nhs.uk/mids/>  
Alternatively please telephone the hospital/service provider directly for more details about your referral.



The Hollies Medical Practice website allows you to book appointments with Doctors and other clinical staff. You can also request prescriptions, referrals and access many more services. By using our online service you are more likely to get the care you need much quicker.  
[www.holliesmedical.co.uk](http://www.holliesmedical.co.uk)



SCAN ME



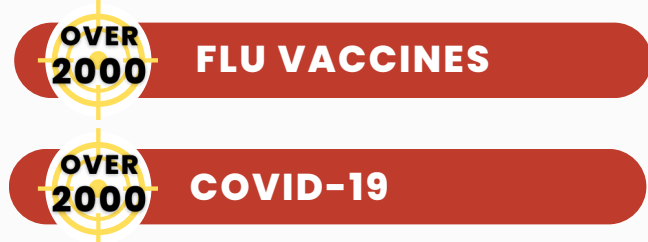
# THE HOLLIES WINTER 2023 COVID AND FLU BOOSTER PROGRAMME DELIVERED AS OUTLINED BY NHS ENGLAND



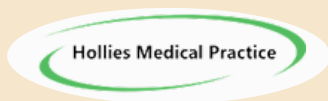
The Hollies Medical Practice have continued commitment with providing the Flu and Covid-19 vaccinations to our patients to provide extra protection needed over the harsh winter months.

We have been running in practice clinics and visiting our most vulnerable house bound patients in their homes to reach as many eligible patients as possible.

**We have invited 4735 patients for both the Flu and Covid-19 jabs and so far we have delivered over...**



If you are an eligible Hollies patient and have not received an invite please contact the practice.  
 Eligibility, aged 65 years old or over (you need to be 65 years old by 31 March 2024) aged 6 months to 64 years old and are at increased risk



## PRACTICE STATISTICS

We have been conducting a 'Friend and Family' survey which is available to complete on our website (more information about our website is available on the last page of this newsletter).

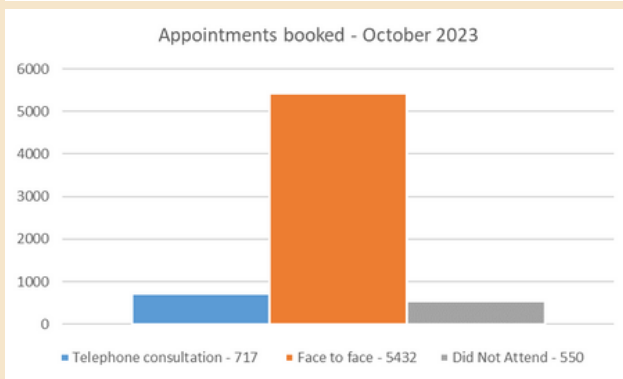
So far we have received 494 response and the results have been very positive...



## OCTOBER APPOINTMENTS

In the month of October 2023 we fulfilled 6149 clinical appointments but sadly a total of 550 patient did not attend their appointment. This was a mixture of GP and nurse appointments and the estimated cost to the NHS of these missed appointment is **£8033.50**.

If you cannot make your appointment please cancel as soon as you know and we can reallocate your appointment to someone who needs it.



You can cancel your appointment by calling the practice or by using our website cancellation option on our website <https://holliesmedical.co.uk/navigator/cancel-an-appointment/>.

## REFURBISHMENT

Firstly we would like to thank you for your patience with the on going refurbishments here at The Hollies Medical Practice.

We had hoped that the refurbishments would be near completion at this point. Due to the building being constructed many years ago it has meant we have hit some issues along the way which have needed additional work and time to bring the building in line with current building regulations.

We know it will be worth it in the end and we hope that you feel that the improvements make a tired old building a more pleasant place to be.





## PATIENT PARTICIPANT MEETINGS

### WHAT IS A PATIENT PARTICIPANT (PPG) MEETINGS?

A Patient Participation Group is a group of volunteer patients and GP practice staff who meet regularly to discuss and support the running of their GP practice. PPGs look at the services the practices offers, patient experience and how improvements can be made for the benefit of patients and the practice.

If you would like to be involved, all we need from you is 1 hour every 3 months to come together and share your opinions.

This is also an opportunity for us to communicate with our patients and PPG members to share a better understanding and knowledge of the Practice, its staff and its viewpoint.

**JOIN US!**

If you want to join us please visit our [website](#) and search for PPG and complete the form.

If you would prefer you can pop in to the practice and get a form from reception.

Social media can be a very effective way to reach a wider audience with just one post.

We will be sharing important information, news and updates on Facebook and Instagram.



Please follow us on the profiles below to help us communicate the current services, clinics available and for any practice news.

*Even if you are not a Facebooker or Instagram famous, please share these profiles with friends and family that can help spread the word from The Hollies Medical Practice to help everybody get the help they need more quickly.*



**facebook**  
**The Hollies Medical Practice**



**Instagram**  
**the\_hollies\_medical\_p**

**Our social media page are connected to local community groups that offer support and information.**

## THE HOLLIES MEDICAL PRACTICE COMMUNICATIONS

### THE HOLLIES MEDICAL PRACTICE WEBSITE AND DASHBOARD

[WWW.HOLLIESMEDICAL.CO.UK](http://WWW.HOLLIESMEDICAL.CO.UK)

Our website is full of useful information that can guide you to the care you need, from self care advice, appointment requests, prescription request and much more.

All enquiries that we received via our website are logged on our internal dashboard system and your enquiry will be given a lead time from one to five working days depending on the enquiry made. If you have not heard back within 5 days please check your junk email before contacting the practice.

You will not be asked to create an account or remember any passwords as long as you enter your details correctly we will contact you.

Over the last 12 weeks our website requests have relieved our telephone lines from **4313** tasks. All will have been processed by our amazing admin team that ensure your enquiry is handled efficiently.

