

Alconbury & Brampton Surgeries

Practice Update: As we say good-bye to Dr Lasman we welcome Dr Elena Kiseleva who will be working across both Surgeries as will Dr Luke Thompson. Dr Kooverjee will soon be taking maternity leave and Dr Roser and Dr Loxley are returning to help cover your needs in her absence. With various local developments in our Practice Area our patient population continues to grow at a steady pace and we have increased the number of clinical appointments available in recent months whilst also recruiting to our support staff to maintain a consistent level of service for patients. We have a new Nurse Lorraine, a new secretary Yvonne, a new relief Dispenser Karen and a new receptionist at Brampton, Jill. Please bear with us whilst these new members of the team settle into the Practice team. In December GP trainees Dr Figures, Dr Fang and Dr Dada will leave us but Drs Hlaing, Pollock and Lin will join Dr Banin and Dr Nelapatla. We also continue to host medical students.

Communication: We have begun to use SMS messaging as a way to communicate with patients regarding appointments and requests to contact us. We will also be using email for correspondence where appropriate. If you wish to opt out of either of these services then please advise reception. Please ensure we have accurate mobile numbers and email addresses on your medical records.

New Technology: We will soon be launching a service called **Doctorlink** which is an app that triages your symptoms and helps direct you to the most appropriate service and help us make the best use of our appointments. Look out for information in the coming weeks.

Online Access: All routine GP appointments are now available for booking online. We encourage all patients aged 16+ to register for online appointment booking and ordering of prescriptions.

Electronic Prescription service: We have activated the Electronic Prescription Service. This means that for non-dispensing patients your prescription can be transferred to your nominated Pharmacy electronically without issuing a piece of paper. If you need an acute, urgent medication prescribed by the GP you are able to obtain this from ANY Pharmacy WITHOUT CHANGING your nominated Pharmacy for repeats. When a patient has a nominated Pharmacy in place this is recorded in their medical records. This will not be changed by the Dispensary unless we receive notification from yourselves, or another Pharmacy, that you have opted to make this change.

Extended access: The GP federation in Huntingdon now offers our patients GP, Nurse & Health Care assistant appointments at evenings and weekends. If you wish to have a routine appointment out of hours then please do ask our receptionist who can book you into this service.

Albram continues to work hard for the Practice by raising funds and providing an essential car service to improve access to services for local patients. They have recently purchased liquid nitrogen to enable us to provide cryotherapy treatment; they fund our 24 Hour BP machines to save hospital attendances and have agreed to invest in air-conditioning for our treatment rooms to enhance the patient experience.

Melanie Gearing
Practice Manager
November 2019