

Burney Street Practice Newsletter

STOP PRESS

We are aware that the demand for appointments is very high at present and are working hard to address this issue. With the ongoing changes in the NHS, the demands for General Practice has increased dramatically with a substantial cut in funding. Therefore we are working under considerable constraints. In the last year the practice has said farewell to some long-standing clinical staff due to retirement and career progression in other medical areas. This has put added pressure to the demand on appointments. It is imperative to the Practice that we maintain the high clinical standards which we are recognized for. We are pleased to say that we have successfully now completed our recruitment process appointing 2 new GPs. We welcome Dr Komal Gill and Dr Naomi Startin to our team. Some of you may have already had the pleasure of meeting them. Both doctors bring exceptional clinical experience to the practice.

To accommodate the demand, a duty doctor is available for a telephone consultation, who will allocate an emergency appointment if appropriate. When using this service, we urge patients to ensure they are available when the doctor calls them. If an appointment has been arranged and is no longer needed we ask that patients make reception aware so that the appointment can be offered to another person.

We have a very qualified nursing team who patients can see for minor illnesses i.e. coughs & colds; sore throats; earache; hayfever; conjunctivitis; skin rashes or bites; urine infections.

We will also be introducing online appointment booking systems and online repeat prescriptions which we anticipate will aid with the demand of telephone access. More information will follow once these services have been set up.

We welcome patient feedback and thank the patients who took part in our survey which results will be published on our website at the end of March 2013.

With the numerous constraints and unforeseen circumstances the practice has decided to delay changing the name of the practice to the Royal Greenwich Medical Practice until a later date. We will inform all patients when this will take place.

Bon Voyage Dr Phillips, but don't worry she will be returning

Dr Phillips will be taking a well earned sabbatical starting 1st April 2013 and will return to the practice in October 2013. We look forward to her return. In addition to our team of GPs we will be having 2 locum GPs to cover the time whilst Dr Phillips is away.