

CUMBERLAND HOUSE SURGERY

TELEPHONE : 01625 428081
FAX: 01625 503128

Understanding our Appointment System

Routine Appointments

- Can be booked between 8am-6pm—you **DO NOT need to phone at 8am.**
- We also book appointments up to 4 weeks ahead—you **DO NOT have to phone on the day.**
- Appointments can be booked on the via the practice website—ask reception for details on how to enroll.
- 30% of appointments that are available at the practice are on the internet.

Home Visits

- Try to telephone before 10am if possible.
- Home visits are for people who are too ill to come to the surgery.
- Please don't abuse them.
- A GP can see 4 patients in surgery in the time it takes to see 1 person at home.

Telephone Consultations

- If you would like to speak to a doctor on the telephone please ask this can be arranged.

Extended Opening

- You can book a routine appointment between the hours 7.30am-8am and 6.30pm—8pm.

Practice Nurse Triage

- Patients at Cumberland House can always speak to a Practice Nurse if required.
- Available Monday to Friday 8am-12noon and 2pm-5pm for advice.
- If we have had a high demand for appointments our reception staff may put you on the **triage list** for the Nurse to call you back **Please don't be offended we are just trying to put you with the right Clinician at the right time.**

Cancelling Appointments

- Please remember to cancel your appointment if you don't need it.
- A quick call to the surgery frees up the availability for someone else.

Text Message Reminders

- We offer a free text messaging service. Please give your mobile number to reception if you wish to take part in the service.

Getting to know the results of your tests.

If a doctor at Cumberland House has asked you to attend for blood tests or an x-ray you can telephone the surgery for your results.

The Secretaries give the results of tests. If you would like your test results please phone the Secretary of the doctor that did the request. See overleaf for the telephone numbers.

Urine	Allow 3-4 days
Blood	Allow 2-3 days
X-rays	Allow 2 weeks

If when you call there is no answer please be patient with us—don't call the main switchboard— try again later—there is no answer because the Practice Nurse is typing

up the consultation notes from the previous call—this is why she doesn't answer straight away!

Direct Dial Telephone Numbers

We know that people have problems getting through on the main switchboard number please see the direct dial numbers that are also available.

<u>NAME OF DOCTOR OR CLINIC</u>	<u>CONTACT</u>	<u>PHONE NO</u>	<u>AVAILABLE</u>
Secretary to Dr Eales Secretary to Dr Mullan Secretary to Dr Mines Secretary to Dr Rao Secretary to Dr Collins	Melanie Garner	264064	Monday, Tuesday, Wednesday and Friday 9am – 5pm Thursday 9.30am – 2.30pm.
Secretary to Dr Hodgson Secretary to Dr Bell Secretary to Dr Maund Secretary to Dr Ahmad	Lisa Stockton (Assistant Operational Manager)	264063	Monday to Thursday 9.30am – 5pm Friday 9.30am – 2.30pm
Secretary to Dr Usher Secretary to Dr Oliver Secretary to Dr Finch Secretary to Dr Paterson Secretary to Dr Joseph Secretary to Dr Jafari	Michelle Stewart	264066	Monday to Friday 8.30am – 4.30pm
Clinics – Diabetic, dietician, ophthalmology, mental health, learning disability. Secretary to Sister Michele Jennings Secretary to Sister Jane Gould	Lyn Chadwick	264067	Monday – Friday 8.00am – 3.00pm.
Insurance forms, PMAs and Accounts	Carole Gilmore	264070	Monday–Thursday 8.30am – 5.00pm. Friday - 8.30 – 1pm
Repeat prescriptions. <u>Requests for repeat prescriptions are not taken over the telephone.</u>	Mandie Garforth	264076	Tuesday & Thursday 8am-4.30pm Monday, Wednesday & Friday 2pm – 4.30pm
Blood test results and x-ray results. Now given by the Secretaries not the Practice Nurses <i>Please allow at least 5 working days before phoning for blood test results. Please allow at least 10 working days before phoning about x-ray results.</i>	Please see the above secretaries telephone numbers and contact them for your test results: - Monday to Friday between 10am and 4pm only.		Monday – Friday 10am—4pm
Pharmacist	Helen Bianchi	264062	Monday to Friday
Practice Manager	Amanda Abdi Tehrani	264075	Monday to Thursday