

The Wycliffe Medical Practice Newsletter

January & February 2019

Concert For Lutterworth

A variety performance of song, dance, music, comedy and drama to provide equipment for the Lutterworth Medical Centre

*Saturday 9 February 2019
7.30 pm at Lutterworth College*

Tickets £10

*available from Max Electrical
or by calling the concert box office on 07913 880663*

IMPROVED ACCESS TO A GP

We are pleased to announce that from 2 January 2019, patients registered with The Wycliffe Medical Practice who require urgent medical advice will be now able to call us from 8am- 8.30am and between 6pm- 6.30pm Monday – Friday to speak to a member of our practice team with access to our Duty Doctor.

Previously, patients calling during these time slots would have been transferred to a telephone answering service rather than the Practice but we have now improved the service for 2019. Please note if you wish to book an urgent or routine appointment, call from 8.30am.

Because of these changes, we thought it would be helpful to summarise in this newsletter how you can access the whole range of our services – please see overleaf for details.

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Following the service improvements announced overleaf, please find below a summary of how to access our services:

- For urgent medical advice between 8am and 8.30am or between 6pm and 6.30pm Monday – Friday call 01455 553531 and select option 1
- To book face to face or telephone appointments, including on the day appointments, please call our appointment line between 8.30am – 12.45pm and 1.45pm – 5.30pm by selecting Option 2.
- For enquiries and test results please call between 9am and 5.30pm and select Option 3.
- If you wish to order a repeat prescription, please call our 24 hours Prescription Answerphone on 01455 200793. You can leave a message at any time, but if you wish to speak to a member of the team please call this number between 11am and 1pm.
- Our Reception desk at the Medical Centre is open between 8.30am and 6pm to take appointment bookings, answer your queries and to offer help and advice.
- Each Wednesday we offer early pre-bookable appointments with GPs and Nurses and although there is a Receptionist on duty they are unable to access the on the day appointments until 8.30am, so please do not make a special journey to book appointments during that time.
- If your Doctor or hospital consultant has signed you off work and you require your sick note to be extended, please give the details to the Receptionist who will ask your Doctor to provide a further sick note within 48 hours. Your Doctor may call you to discuss your ongoing problem.
- If you want to know the results of a test a hospital consultant arranged for you, or you want to clarify something told to you at a hospital appointment, you need to speak to the hospital not to your GP - so please do not call us with these queries. If you cannot get an answer from the department you have been referred to, please contact the hospital's Patient Information and Liaison Services; often referred to as PALS or PILS or Customer Services. The numbers of the local PALS can be found on our website.
- If you or the person you are calling about is housebound, either ongoing or as a result of their current problem, you can request a home visit. A doctor will call you back to discuss the problem as it may be more appropriate for them to send the Acute Visiting Service to you. Please note all home visits must be requested by 10am Monday - Friday.

Please remember - at any time –

If you or the person you are calling about has a life threatening issue please call 999