



**Guide to Accessing our Services
The New Queen Street Surgery**

Syers Lane
Whittlesey
Peterborough
PE7 1AT

Tel: 01733 204611

Website: WWW.Queenstreetsurgery.co.uk

Dr C D Scarisbrick
Dr R M Scott
Dr A J Bond
Dr P A Spellar
Dr K M Eadie
Dr M R Maddula
Dr C R Parnell
Dr A Patel
Dr P Dhanushan
Dr G Howsam

Telephone advice

It is possible to speak to the doctor on the phone. Please tell the receptionist your name and telephone number and she will ask the Doctor to phone you back once they have finished seeing their patients in surgery.

Practice Secretary

If you have a query about a referral or letter then you can telephone 01733 704465 and speak to Mrs Marlene Carter who should be able to help and advise you.

How many appointments are on offer?

In a normal week we provide **708** ten minute doctors appointments.

142 of those can be pre-booked up to 3 weeks ahead.

556 of those are booked on the day in question.

Phoning the Practice

Our receptionists are now available from 8.30 through to 6pm—we no longer 'close' our phone lines at lunch time.



Following the results of our recent practice questionnaire we have reviewed our appointment system and made some changes to how many appointments can be booked in advance.

Doctors

We now book in advance 20% of all our GP appointments up to 3 weeks ahead. These are generally the first appointments of the day and the last appointment of the day for each doctor.

Then the remaining 80% of doctors appointments are booked on the same day. The earlier you phone us the more choice of appointment time you will get.

Once all our appointments are booked you will be asked to phone back tomorrow, unless it is a medical emergency which we will of course deal with the same day.

Our doctors appointments last 10 minutes; sometimes a longer appointment is necessary but this will be arranged by the Receptionist.



What else do we do?

When the doctors are not seeing patients they have other administrative tasks to complete on our patients behalf:

- Read and act on all test results that come back from the laboratory twice a day
- Read and act on all hospital letters that come in twice a day
- Dictate any referral letters for patients whom they have seen that day
- Make their telephone call backs
- Undertake home visits for patients who are too frail or poorly to attend the surgery
- Check and sign the repeat prescriptions that have been requested and prepared that day.
- Deal with the queries from patients asking for forms to be completed and certificates to be written.
- Keep up to date with their external post and correspondence.

For more information about the practice visit our website at:

[Www.queenstreetsurgery.co.uk](http://www.queenstreetsurgery.co.uk)

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