

# AVON VALLEY PRACTICE

## Changes to Walk-in Services

**FROM 10<sup>th</sup> JULY 2017**

<b>Upavon Surgery:</b>	<b>Walk in services every morning from 9 - 11am Bookable routine appointments available</b>
<b>Durrington Surgery:</b>	<b>Bookable same day and routine appointments only No walk in services</b>

The walk-in service continues to be popular; however demand is now exceeding our capacity. To ensure that we can continue to provide a safe walk-in service, we need to make a few changes.

### **From 10 July 2017:**

1. An additional Nurse Practitioner joins us, Lynne Flynn. She is very experienced having worked in the same role for many years at another surgery. We now have three Nurse Practitioners; Lynne Flynn and Alison O'Donnell specialising in same day care and Cathy Richards specialising in long term conditions.
2. **All same day appointments will FIRST be with a Nurse Practitioner, not a GP.** This will enable the GPs to provide more routine appointments during the morning for patients who need them.
3. **Walk in services will only be available from Upavon Surgery.** The Monday morning walk-in service at Durrington Surgery will stop
4. **Additional same day bookable appointments at Durrington Surgery**
5. **More routine bookable appointments at Upavon Surgery and Durrington Surgery**

If you need an appointment for the same day, please arrive at Upavon Surgery between 9 -11am. You will be seen by a Nurse Practitioner that morning as part of the walk-in service. We will see patients in order of need, not on the order of arrival. Please ensure you share as much information with us as possible when booking in.

### **Obtaining test results**

Did you know you can now view your test results online? If you have not yet registered for our online service please speak to a member of our reception team.

### **Text messaging reminder and cancellation service**

Our free text messaging appointment reminder service allows you to cancel your appointment by simply replying to your appointment reminder text message. If you would like to set this service up, please ask at reception.

### **Repeat prescriptions and medication**

You can order your repeat medication online, it's a quick, easy and secure way to order your medication. If you have not yet registered for our online service please speak to a member of our reception team.

Yours sincerely



Dr Ross Russell, Dr Green and Dr Millar-Craig