

# Patient Newsletter

## Appointments

### Contact Us

Wheatfield Surgery

60 Wheatfield Road

Luton

LU4 0TR

01582 601116

Fax: 01582 666421

Email: [wheatfield.surgery@nhs.net](mailto:wheatfield.surgery@nhs.net)

[www.wheatfield.surgery.co.uk](http://www.wheatfield.surgery.co.uk)

### Opening Hours

Monday: 8:30 - 18:00

Tuesday: 8:30 - 18:00

Wednesday: 8:30 - 18:00

Thursday: 8:30 - 18:00

Friday: 8:30 - 18:00

Extended Hours: 8:30 - 20:00

### Surgery Closure Days

Closed for Bank holiday  
26.8.19

Staff training

Closed from 13:00pm

### Register For SystmOne Online

Since mid February of this year, the appointment system at Wheatfield Surgery has had a few alterations.

The changes are, book on the day appointments are strictly for emergencies only. When booked in for an emergency appointment the patient will have to go through triage first with the on-call GP. Triage is when the on-call GP calls you back on the day to make a clinical decision of booking the patient in and with whom.

For everything else non-urgent a routine appointment will be offered. We are also now introducing Skype appointments where you can have a consultation with Dr Alabi over Skype. Routine appointments can also be booked by the patient through SystmOne online. If you have not signed up to SystmOne yet, please bring photo ID to the front of reception and request access to SystmOne online.

With SystmOne online patients are able to book and cancel appointments. Request repeat medication, check test results and many other useful tools.

### Are you a carer?

Are you a carer? Whether it is to a friend, a neighbour, relative or being a carer is your profess. You may be interested in our monthly carers meeting held at the surgery.

A meeting takes place each month and the person whom you carer for does not need to be registered at the surgery.

During these meetings carers can socialise together and find support, not just through each other, but through other organisations which also attend these monthly meetings. Providing information for local help and activities.

### Appointments between April - June 2019

14, 728 Offered    1640 Un-booked    902 Did Not Attended    13, 088 Booked

These figures are taken from all clinicians appointments through out April to June. If you need to cancel an appointment you can select option 2 when calling through to the surgery. Or, patients signed up for SMS are now able to reply back to appointment messages to cancel their appointments. This is now available through MJOG messenger. A free app for patient providing easy two-way communication with the practice.

### New beginnings and farewells!

In the last few months we have said farewell to registrar Dr Collymore and Dr Iwigi who will be continuing their studies as doctors. We welcome new receptionists Jackie Ward and Nardia Al Jannah And also a warm welcome back to Dr Ali who has returned as a general practitioner .