

# TUDOR SURGERY

## NANTWICH AUTUMN NEWSLETTER

### WELCOME TO OUR AUTUMN NEWSLETTER

*We will be producing these quarterly to provide useful information to all our patients, and those wishing to join our Surgery.*

### WHO IS PART OF OUR CLINICAL TEAM?

- Dr Keith Malone** – Principal GP
- Dr Jo Joscelyne** – Salaried GP
- Julie Smith** - Advanced Nurse Practitioner
- Debbie Brayzier** - Advanced Nurse Practitioner
- Nicola Ward** - Practice Nurse
- Sarah Olszewski** - Practice Nurse
- Mo Rahman** – GP Assistant
- Rebecca Poole** - Physiotherapist
- Ves Kostadinov** - Clinical Pharmacist
- Jeanette Ward** - Mental Health Counsellor for Children
- Social Prescriber** - Michelle McLaughlin



### PATIENT PARTICIPATION GROUP

This is a group of patients who meet every month with Sarah Plant, our Practice Manager, to share news, views and issues connected to the Surgery, in order to improve the services on offer and to take forward new initiatives. If you would like to be part of the Group, please contact Sarah Plant on 01270 610686 or Sue Martin on 07928644012.

### ENHANCED HOURS

We are now open every second and fourth Saturday in the month from 9am to 1pm for pre bookable appointments only. These appointments can be booked in advance, for Doctor, Nurse and Physiotherapy appointments. Nursing appointments are also available on Monday evenings. These appointments need to be booked beforehand by phoning the Surgery on the usual number.

## FRIENDS AND FAMILY TEST

You may be invited to complete a short questionnaire when visiting the Surgery. If this is the case, please complete this for us. This will help to determine how satisfied you are with the services on offer, and help improve our services.



## NEW TELEPHONE SYSTEM



Towards the end of the year a new cloud based telephony system will be installed, giving better access to Tudor Surgery and more flexibility. Currently, we do not have a date for installation, however, we are working hard behind the scenes to ensure that the change causes minimal disruption to your experience.



## OUR WEBSITE

Have you had the opportunity or do you use our website? If so, what are your thoughts? Are you able to easily find the information you are looking for, such as booking an appointment and finding necessary documents? Please feed your thoughts back to us as we aim to continuously update our website to fit our patients needs.