

Ivel Medical Centre December 2011 newsletter

35 - 39
The Baulk
Biggleswade
Bedfordshire
SG18 0PX

Surgery Tel:
01767 312441
Surgery Fax:
01767 603707
Dispensary Tel:
01767 603706

For
URGENT
Medical
attention when
the surgery is
closed please
phone

0845 634 0166

OR
For Advice
**Call NHS
Direct on**

0845 46 47

Christmas Opening Times

We are closed from 6.30pm Fri 23 Dec and
reopen 8am Wed 28 Dec.
Over New Year we will close at 6.30pm Fri 30
Dec and reopen 8am Tues 3 Jan 2012.

The Partners and staff would like to wish
all our patients a
Merry Christmas and a Happy New Year.

It is essential that you have sufficient medication
to last over the Christmas/New Year period
as the out of hours service will not be able to
provide repeat prescriptions.

Please allow 4 working days from requesting
your repeat prescription before collecting it as
Dispensary is currently running a reduced service
due to staff shortages.

On Thursdays and Fridays during December the
Dispensary is only open 4.15 pm — 6 pm.





NEW ON-LINE SERVICES AVAILABLE

You are now able to book and cancel appointments, and order repeat prescriptions using our new on-line service. Any patient wishing to use the service will need to first speak to Reception and request a user log-in and password. Once you have a password you can access the services by clicking on the icons at the bottom of the home page at www.ivelmedicalcentre.co.uk Only routine Doctor's appointments are currently available to book on-line.

TELL US WHAT YOU THINK!

Please help us understand how our Practice performs and if there are any areas that we may be able to improve on by completing our Patient Survey. The surveys are available from reception or on-line at www.ivelmedicalcentre.co.uk Results will be published on our website in the New Year.

STAFF NEWS

Susan has moved from Reception and joined the nursing team as our new HealthCare Assistant .

Surgery Opening Times

The Surgery is available:

Monday to Friday 8.00 am – 6.30 pm.

Our doors are open daily:

Monday to Friday 8.10 am to 12.30 pm and 1.00pm to 6.00pm.

Our Dispensary is open daily:

Monday to Friday 8.30am to 12.15pm and 2.30pm to 6.00pm.

Appointments

Telephone bookings for appointments can be made from 8.00am

**For urgent medical attention between the hours of 6.30pm to 8.00am Monday to Friday and 6.30pm on a Friday to 8.00am on a Monday, and Bank Holidays please phone
0845 634 0166**

You will be asked questions about the problem and given advice based on the nature and seriousness of your problem.

If it is decided that you need to see a Doctor they will advise you what to do.