

**01902 600833 NO LONGER IN USE**

**– please use the new number 0845 072 4602**

## New services and Information

### In-house Extended Services

We now operate extended hours for people that work outside of our normal opening hours. These appointments are available for routine appointments and not for emergencies.

### Email us your prescriptions?

You can now order your repeat prescriptions by email for your convenience. 48 hours service is needed.

Send to [LockstownPractice@walsall.nhs.uk](mailto:LockstownPractice@walsall.nhs.uk)

Please include your patient ID number which can be found on the top, white side of your prescription.

### Check out the web!

Visit us on the worldwide web at [www.lockstownpractice.co.uk](http://www.lockstownpractice.co.uk)

for all our latest news, holiday vaccine updates and new patient application forms.

What else would you like to see on there – let us know.

**NEW FOR 2010/2011!**  
New GP?  
GP Registrar's ?  
New Services?  
Room Extensions?

### New RECEPTION Staff

Lockstown Practice is please to welcome our new team members:

Aleasha Smith

### Use the phone system efficiently.

Call 8.00 am + for urgent requests or same day appointments.

Call 9.00 – 11.30 for repeat prescriptions.

Call 11.30 am + for all routine appointments, results and enquiries.

## SAVE APPOINTMENTS FOR THOSE WHO NEED THEM!

Dr's Platt, Varkey & Mandal request that all routine blood pressure monitoring is now taken up by the nurses and that all repeat medication requests are processed by the reception staff and not at the time of your appointment. This enables us to save valuable appointment time for urgent requests.

**There will be an occasion when “you” need an urgent appointment – Lets hope there is one available.**

Please also, do not make a follow-up appointment with the GP after a blood test or for blood test results. Your blood results are seen by the GP and then they write on the test whether they want to see you or not, or whether they want you to see the nurse. This saves the confusion and time wasted when patients are booked with the GP when they really need to see the nurse.

**1 Appointment = 1 Problem**

If you suffer from many complaints when making your appointment with the doctor, please make a double appointment as refusal often offends.

**Dr Platt will now be working part time until she retires, her appointments will be early mornings only. Due to her popularity, patients may find great difficulties in making a suitable appointment and are encouraged to book with an alternative GP. This situation will not improve.**