



# Sunray Surgery

Practice Newsletter

## How to book an appointment

- Visit our [appointments](#) page or
- Complete an online [booking request form](#)

The completed form will be triaged by our trained navigation team and you will be contacted with the outcome.

This could be a link sent to your phone to book an appointment, a direct telephone call, self-care advice, or navigation to a service that is more appropriate to help and support you.

If you do not have a phone or you are less able to use the online form, please contact the practice and inform staff who will be willing to support you.

## Facts and Figures

### Here are some facts and figures about our activities in October:

- 3641 Incoming Calls
- 2439 Calls Answered (67%)
- 327 Telephone Appointments
- 1497 Appointments Offered
- 91 Appointments Not Attended
- 220 Blood Tests
- Friends and Family Feedback Result - 89.16% rated us "Good" or "Very Good"!

## Wasted Appointments

It is important that you cancel if you are unable to attend your GP or nurse appointment. You can cancel by calling the surgery. We are only able to offer your unwanted appointment if you cancel.

## **Please be kind to our staff**

We aim to treat all our patients courteously and with respect. We will do everything possible to offer a service, which we ourselves would like to receive elsewhere. Please treat our staff with the same respect you would expect to receive. Physical violence, racial, sexual and verbal abuse of our staff will not be tolerated. Offenders will be reported to the police and deregistered.