



# Parkside Medical Practice

NHS WALSALL

NOVEMBER 2018

Issue 58

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We still have Flu Vaccinations  
available!

**STAY WELL  
THIS WINTER**

## Patient Participation Group

Our next meeting is on

Thursday 8th November 2018

11.00 am

In association with...



Making Connections is a friendly service for older people in Walsall that aims to address loneliness and the socially isolated.



Becky has now completed her  
(Health Care Assistant) HCA Level 3  
and is continuing to study for her Level  
4 certificate.

Well Done Becky!

## MISSED APPOINTMENTS

We are experiencing a significant amount of DNA's (Did Not Attend) for various appointments. In particular the Practice Nurse.

We offer 20 minute appointments with the Practice Nurse for annual reviews of Diabetes, COPD, Asthma etc.

If two patients miss one appointment each, that equates to 40 minutes clinic time that could have been offered to someone else.

We are now issuing warnings to patients who repeatedly DNA. The first initial warning is issued after 3 missed appointments. The next appointment missed will warrant a final warning. If a patient misses another appointment after their final warning, they will be taken off the practice list and asked to find a new GP.

## MULTIPLE PROBLEMS

Your GP appointment is for 10 minutes and for one problem only. Please try to avoid coming with multiple problems as this might take more than the time you are allocated and makes the GP late seeing other patients.

If you would like to discuss multiple problems please mention this to the receptionist and a more mutually convenient time can be arranged without impacting on clinic waiting times.