**New Telephone System**

If you have recently called the practice, you will have noticed we now have a new phone system to help to improve your experience. You can now get through to the practice on your first call and the system will tell you how far through the queue you are. If there are more than 10 in the queue you can request a call back to save you from holding on the queue and a member of the team will call you back when we reach your position in the queue.

A reminder all appointments are released on the day, and you will need to call at 8am to book these, when all appointments are gone the phone line does inform you.

**Patient Participation Group**

We are excited to invite you all to our first face to face Patient Participation Group since Pre-Covid.

We are arranging a meeting for all Patients within our Patient Participation Group (and anyone who would like to join us). To attend this group meeting please contact [abbie.brierley@nhs.net](mailto:abbie.brierley@nhs.net) or call the practice after 3pm.

**Contact Abbie to book onto our**

**PATIENT PARTICIPATION GROUP MEETING**

**Covid 19 Vaccinations - Spring Booster**

The Medical Centre and Central PCN are continuing to successfully vaccinate our patients.

We are now vaccinating over 75’s with the Spring Booster Vaccine. To book an appointment please call the practice after 3pm or drop in at Lakeside Shopping Village Saturday’s and Sunday’s 9:30-4:30.

**The Lakeside Vaccination Centre is also open for all 1st, 2nd, and Booster Doses; no appointment needed.**

Spring 2022

Patient Participation Group Newsletter