

### **Suggestion Box**

We have one suggestion box situated in the Reception area at Langley Corner and another one situated in the Reception area at Ifield West. These are emptied regularly on a monthly basis. We are constantly looking at ways we can update and improve our services and take any suggestion seriously.

### **Taxi Medicals**

Before a Taxi medical can be booked we require a completed opticians report and payment of £100.00 the next available appointment with one of the partners will then be offered this will be last morning or afternoon appointment

### **On Line Services**

To sign up to our online services allowing patients to book appointments, check test results and request repeat prescriptions. We require proof of photographic identification and complete online Service request form available at Reception. As the patient will be given a log in and password unique to them it is not possible to process this without the patient being present

### **Theme Month's**

Each month we update our information boards based in the Reception areas and on our web site with relevant , seasonal illnesses if there is anything you would like us to cover please let us know by sending a note via our suggestion box  
The subjects we have chosen for May are  
**Eczema and Asthma**

### **Referral's**

If no appointment has been received after two weeks from the date of the initial referral we would advise that patients contact the Central Bookings Office at East Surrey hospital directly on the following phone number:- 01737 784000 they can give a clearer indication of the waiting list times and any further information applicable.

### **Fostering Medicals**

Once we are in receipt of the fostering documentation we will contact the council to chase payment which can take up to two weeks. We will then contact the patient to book a 20 minute medical appointment with one of the partners

### **Repeat Prescriptions**

From November 2016 we have not been taking repeat prescription requests over the phone. The alternatives available are patients can sign up with a pharmacist who will request medication on their behalf. Patients complete a medication request form and bring it into the surgery or sign up to Online services

### **Staff changes**

We are sad to say goodbye to Gary Knight, Practice Manager who has been with the surgery for the last year and wish him every success for the future