

Nettleham Medical Practice

And Cherry Willingham Branch Surgery October 2016

Care Quality Commission (CQC)

The practice has recently received the final report following the inspection of the practice by CQC on 28th April 2016. We are absolutely delighted to announce that the practice has been rated as **OUTSTANDING**. This is a fantastic achievement as only approximately 5% of the GP practices in the country achieve this rating.

We are the first practice in West Lincolnshire CCG and the third practice in Lincolnshire to achieve the highest rating.

Thank you to all patients who have congratulated us on the rating.



The full report can be found on the CQC website or via the link on the practice website.

Telephone System

We have recently changed the telephone system at the practice. This upgrade has meant that there have been a few changes. Firstly the telephone lines will now open at 8:00am each morning.

The options have also changed as we have introduced an appointment cancellation option. This option allows you to leave a message informing us that you wish to cancel an appointment.

To leave a repeat prescription request please either dial the main number and select option 4 (during opening hours only) or telephone 01522 754649 to go straight to the repeat prescription ordering line which available 24 hours a day.

Finally the new system and technology will record all telephone calls.

Monthly Early Closures for Training 2016

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In order to enable our doctors and staff to be kept up to date Nettleham surgery will be closed for training at 1pm on the following afternoons.

Emergency help is still available by calling 111

Tuesday 18th October 2016

Tuesday 15th November 2016

Tuesday 13th December 2016

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Inspected and rated

Outstanding



Care Quality
Commission

Contact Details - Nettleham 01522 751717
Website - www.nettlehammedical.co.uk

When the surgery is closed ring freephone 111
Practice Manager - Helen Lunn