

IMPORTANT CHANGES - APPOINTMENT SYSTEM

Dear Patients

We are pleased to inform you of a change in our appointment system that we believe will be of benefit to you and reduce your waiting times to see a Clinician when you are unwell.

From Monday 14th May there will no longer be nurse triage phone calls in the mornings, instead we are offering a new system of Acute Illness Clinics. There will be a total of an extra 60 appointments available per week. These will be run throughout the day and will be staffed by a mixture of clinicians, ie Specially trained Nurses and Doctors.

To aid the efficiency of this service we, the Doctors, have instructed the reception staff to ask a small number of questions related to your presenting medical problem. It is most important that you answer these questions to ensure the best outcome.

We are confident this will improve your patient experience at Manor Medical Practice

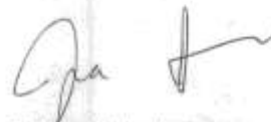
Dr Martin Leahy



Dr John Bendelow



Dr Helena Bower



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Dr Dawn Tragen

