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Thorpe-le-Soken Surgery
High Street
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Hello to all our patients – I thought I would give you a little update.

- ✚ We have recruited two new Receptionists. One lovely lady has just started with us this week and is currently training, the other lovely lady will be joining the Reception team in two weeks time. Please can I ask for you to be patient with them as they are both having to learn the extensive role of a Doctors Receptionist.
- ✚ Starting at the end of July we will be having some work carried out at Thorpe Surgery internally and externally, also some ground work carried out at Kirby Surgery.
- ✚ Below are some statistics of patient contacts at Thorpe Surgery.

Date: 28/6/21 - 4/7/21 (Monday to Sunday)

Patient Appointments

| | |
|--|-----|
| Patient appointment - Seen Face to Face | 345 |
| Face to Face appointments not attended (DNA's) | 15 |

Telephony

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|--|------|
| Messages left on dispensary answer machine | 393 |
| Telephone calls answered by Reception | 1451 |

Prescription issues

| | |
|---|-----|
| Paper prescriptions issued | 105 |
| Acute, repeat, automatics, repeat dispensing issued | 807 |

Laboratory

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|-----------------------------|-----|
| Laboratory results assessed | 765 |
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I hope you find this little snippet useful, and keep well – *Jayne, Practice Manager*