

**Dear Patients,**

Happy New Year to you all. Throughout 2020, we will continue to post our weekly updates to our Facebook page and website to keep you updated with what we are working on and the improvements we are making to the surgery. Please see below for our update this week:

**Telephone systems**

At the beginning of the week, some essential routine maintenance checks were carried out by BT. These works were carried out during the day and the disruption to the telephone systems appeared to be minimal. We appreciate that works being carried out can be frustrating and we will always try and give our patients as much notice as we possibly can, but these checks are needed to ensure our phone systems are working as efficiently as possible.

**Lorry incident**

On Wednesday 8<sup>th</sup> January at around 4.40pm, a 13 tonne lorry crashed into the side of our Main Hub building. Luckily no one was injured in this accident, but it did cause damage to the building and severed the telephone lines. We were able to re-route most of our calls and place as many staff as we could to answer the telephones to book appointments. Whilst we understand this was frustrating to our patients, we were touched by the kind messages on our Facebook page and the understanding from you all. We are still working hard to repair the damage the lorry caused.

**Online appointments**

We are pleased to announce that you can now book asthma reviews with the nurse and blood tests/blood pressure checks with the phlebotomist online if you are registered to use our SystmOnline service. If you are not registered, speak to a member of the reception team who will be happy to help set this up for you.

**Telephone appointments**

A telephone appointment can now be made using our online booking system from 6pm the night before you wish to talk to your GP.

Yours sincerely,  
Lakeside @ St Neots Partners

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