

# THE WILSON STREET WORD

## OCTOBER 2023

### TELEPHONES / APPOINTMENTS SPECIAL!

First and foremost a big thank you to those of you who responded to our Facebook message regarding the telephone system. Within all the comments, the vast majority of which were very constructive, we established three main themes:

1. More availability of online appointments
2. More pre-bookable appointments
3. The struggle of phoning at 8am for those who might be working at this time.

We know that demand is higher than appointments available. There is very little we can do about this, it is a funding issue. However, we will be increasing the numbers of both pre-bookable and online appointments, and some appointments (including cancellations) will become available in the afternoon. Until these become filled, we will start turning the telephone message which says all appointments are booked back off, from around midday. So, if you are unsuccessful in the morning, or you cannot phone at 8am, it is worth trying again in the afternoon. Unfortunately we don't have as many staff answering the phone in the afternoon, so the queue may be a little slower.

We do have many clinicians who can help you who are not GPs, such as a paramedic for minor illness/injuries, pharmacists for medication queries and our first-contact physiotherapy team.

Please remember that it might be more appropriate to see one of these clinicians rather than a GP as they have better skills to help you!

### NEWS

October is [Breast Cancer Awareness Month](#). If you are at all concerned about a change in your breasts, even a small one, please bring them in to see us!

**Doctors strikes still ongoing:** At the time of writing there are three days of action planned in October—on the 2nd to the 4th inclusive. On these days our GP trainees will most likely not be working, and hospital appointments are likely to be postponed. Please be reassured that no other staff at Wilson Street are affected; we will be open as usual and will always respond to emergencies.

We continue to support our colleagues in their fight for fair pay and conditions for the NHS!

### AND FINALLY...

This month, McMillan Cancer Support challenges you to [GO SOBER FOR OCTOBER!](#) Be a Soberhero! Raise money to help people with cancer! Feel better! Lose weight! Sleep more and have more energy! Find out more using the link above!