**Have you recently moved house or changed your mobile number?**

Please inform us by filling in a change of details form at reception.

**Appointment reminder service**

If you provide us with a current mobile number we will send you appointment reminders by text. If you wish to cancel your appointment you just need to text back CANCEL.

Please note this service is automated and cannot be used for contacting the Surgery about any other matter.

**Did you know.....?**

You can re-order prescriptions and book appointments online. For more details on registering for online services pick up a registration form at reception or alternatively, visit our website at:

[**www.banbridgegroupsurgery.co.uk**](http://www.banbridgegroupsurgery.co.uk)

**SURGERY CLOSURES**

**The surgery will be closed on the following dates:**

**Monday 6th April**

**Tuesday 7th April**

**Monday 4th May**

**Monday 25th May**

**Urgent medical cover will be provided by Out of Hours who can be contacted on 3839 9201**

**SUMMER HOLIDAY**

This is the time of year when many of us start to plan our summer holiday. As well as booking your flights and checking your passport, please remember to check whether you require any travel vaccinations for the country to which you are travelling. Patient Travel Questionnaires are available at reception and on our website. Complete these with as much detail as possible about your travel plans and leave into reception. If you require any vaccinations a prescription will be available for you to collect within 5 working days; you can then book an appointment to have your vaccine administered by the Practice Nurse.

Please be advised that there is a charge for this service (full details available from reception and on our website) andsome vaccinations are only available on private prescriptionwhich will **incur a further charge at the pharmacy. Most importantly, please remember to leave plenty of time for the process; ideally you should complete a Travel Questionnaire *at least 8-12 weeks* in advance of your travel date.**

**OUR PATIENTS MATTER**

We recently carried out surveys to see how our patients feel about Banbridge Group Surgery:

**91% of Patients surveyed were Extremely Likely or Likely to recommend the surgery to someone new to the area**

**79% of Patients that left comments were happy with the care they received and found Drs and Staff helpful/caring**

**A number of patients stated that they had difficulty getting through to the surgery on the telephone –** We currently have 3 full time telephonists in our phone room and are constantly monitoring busy times to try and make it easier for patients to get through.

**We would like to take this opportunity to thank all our patients for their feedback and continued support**