



# HEALTH MATTERS

Professional  
Efficient  
Wonderful  
Fab  
Friendly  
Well done  
Supported  
Caring  
Satisfied  
Polite  
Great  
Northlands  
Amazing  
Perfect  
Lovely  
Considerate  
Courteous

The above are just a few comments from the Patient Survey we ran in January of this year. We are pleased to let you know that the Patient Participation Group Annual Report 2020 has been published and is available to read in the waiting rooms and on-line via our website. The results once again reflect a combination of scores reflecting exceptional satisfaction with the medical care provided by Northlands Surgery.

Highlights from the 2020 survey include:

- *93% of respondents would be extremely likely or likely to recommend Northlands to friends and family*
- *95% of respondents feel involved in decisions about their care with 97% feeling listened to*
- *93% of respondents feel our receptionist are helpful and welcoming*

## BLOOD PRESSURE HOME READINGS

A blood pressure test is a simple way of checking if your blood pressure is too high or too low. Annually many of our patients would be invited to the surgery to have a blood pressure test. During the current circumstances, we would like to encourage patients with home blood pressure machines to advise the surgery of their readings by telephone, Systmonline or email to [wccg.northlandsbp@nhs.net](mailto:wccg.northlandsbp@nhs.net)

North Street  
Calne  
Wiltshire SN11 0HH  
Tel: 01249 812141  
[www.northlands-surgery.co.uk](http://www.northlands-surgery.co.uk)

### Opening Times:

Visit the Surgery Monday - Friday:

8.30am - 6.00pm

Or telephone between:

8.30am - 5.30pm

**Or 24/7 via Online Access to make/cancel appointments, order repeat prescriptions, access your medical record etc at a time to suit you.**

### Surgery Times (by appointment):

Monday - Thursday

8.30am - 12.30pm

2.00pm - 6.00pm

6.30pm - 8.00pm

Friday

8.30am - 12.30pm

2.00pm - 6.00pm

### Out of Hours Service: I I I

### Our Doctors:

Dr R Leach MA BM BCh MRCGP DRCOG

Dr E Tully MB BCh BAO DFRSH MRCGP

Dr N Ware MB BS BSc DRCOG MRCGP

Dr J Dalton BM MRCGP DFRSH DCH

Dr N Abel BM BS MRCGP

Dr E Simons MB ChB DFFP

Dr T Chambers BSc MBChB DRCOG

Dr L Beynon BM DCH DRCOG DFFP

MRCGP

Dr T Liva MD DFRSH DRCOG MRCGP

### Trainees:

Dr L Ferro MB BS

Dr D Jayaweera MB BS

### Our Nurse Practitioners:

Advanced Nurse Practitioner Anita Peake

Nurse Practitioner Emily Davies

### Our Practice Pharmacist:

Zoë Pearce MRPharmS

### Our Mental Health

### Practitioner:

Esther Slee-Swanson



When you have finished reading the Newsletter, please leave it in the Waiting Room for others to read. Thank you.



**Carer Support  
Wiltshire**



**Do you look after someone?**

A close-up photograph of a person's hands holding a silver smartphone. The person is wearing a grey, textured sweater. The background is a soft, out-of-focus light color.

**Our Talk and Support service is here for you.**

**Call us on Freephone 0800 181 4118 and ask to be included on our Talk and Support service for:**

- time to talk and be listened to;
- informal friendship, reassurance and support;
- help you to find ways to lessen your feelings of isolation.

**All of our Talk and Support volunteers will have an understanding of the difficulties carers face. Many of them will have experience of caring themselves. Call today to talk to someone to get started.**

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