

## Christmas Opening Hours

Saturday 23 <sup>rd</sup> December	Open 09:00-12:00 booked appointments only
Sunday 24 <sup>th</sup> December	Closed
Monday 25 <sup>th</sup> December	Closed
Tuesday 26 <sup>th</sup> December	Closed
Wednesday 27 <sup>th</sup> December	Open 08:00-18:30
Thursday 28 <sup>th</sup> December	Open 08:00-18:30
Friday 29 <sup>th</sup> December	Open 08:00-18:30
Saturday 30 <sup>th</sup> December	Open 09:00-12:00 booked appointments only
Sunday 31 <sup>st</sup> December	Closed
Monday 1 <sup>st</sup> January	Closed
Tuesday 2 <sup>nd</sup> January	Open 08:00-18:30

**If you require medication over the Christmas period, please allow plenty of time for us to process your request. Remember that we will issue your prescription within 2 working days but your pharmacy may need additional time to get your medication ready.**



## GP Appointments

During the Christmas holiday period, we will be operating a system of 'same day' GP appointments for more urgent matters.

If you need a routine appointment, please contact us in January.



We have had overwhelming positive feedback about our new phone system since it was introduced in August. You comment that you like knowing your position in the queue and the callback function is extremely popular!

## Patient Participation Group (PPG)

We are looking for patients to join our Patient Participation Group. The PPG meet quarterly with managers and other staff to discuss issues affecting the practice.

If you are interested in joining please email [fireclayhealth@nhs.net](mailto:fireclayhealth@nhs.net)

## GENERAL PRACTICE AWARDS 2023!



Some of our reception team attended the General Practice Awards in London on Friday 8<sup>th</sup> December as they were nominated for Receptionist/Reception team of the year! Unfortunately, the team did not win the award, but it was a fantastic achievement to be chosen as a finalist. The team had a great evening celebrating!