



Shipdham Surgery

As you may have already seen on the news, read in the papers or heard it from friends, The Watton Surgery has had to close its patient list and stop registering new patients due to a number of issues that were affecting patient care. They sent out letters to over 1500 of their patients advising them which new surgery in their area they should register at.

This has had quite an impact on Shipdham Surgery with an increase of circa 250 patients in 5 weeks.

To help cope with the increase in numbers of patients, we have increased the number of appointments available each day and the team at Shipdham are doing additional hours to help cope with the influx of new patients.

Shipdham also took on a new salaried GP (Dr Souad Ziouani) and trainee Nurse Practitioner (Mrs Stacy Cooper) in May and it seems the timing was just right to cope with this extra demand. We also offer an emergency (same day) 'sit and wait' service in the morning and calls for this must be made by 10am. Shipdham is doing its best to ensure that their existing patients still receive the highest level of patient care with this increase in workload and demand for appointments.

All patients are reminded to please call the surgery if they cannot make any appointments, as in June there were 67 missed appointments, this equalled 16.75 hours of wasted clinical time.

Should you wish to ask any other questions regarding the surgery, please contact Mr Kailesh Devlukia - Practice Manager at Shipdham Surgery on 01362 820225 or email on kailesh.devlukia@nhs.net