

Health at Dulwich Newsletter

July / August 2019

RENOVATIONS & EXTENSIONS

Health at Dulwich is pleased to announce that the building renovations and extensions are now complete with a new treatment room, additional seating in the waiting room, and extra toilet facilities.

Our new rear car park has also been completed now allowing easy and direct access through our new rear entrance.

We thank all our patients, doctors and staff for your patience, understanding and support during the last 9 months. Our renovated practice now provides up to date facilities helping us to provide you with the best possible care and service.

ALLISON & DENISE – NEW RECEPTION STAFF

You may have already noticed a couple of new faces at our front desk. We are very pleased to introduce our two new receptionists, Alli and Denise, who have joined Alex and Magdolina.

DR NICK THEN

We are very excited to announce that Dr Nick Then has joined our practice, which will be great news to many of our patients. Dr Then brings many years of experience and he has special interests in Men's Health, Skin Cancer Checks and Minor Surgical Procedures.

Our friendly reception staff will be able to advise you of the days he is consulting.

ANN-LOUISE – PRACTICE NURSE

With the addition of a Treatment Room, we are delighted to also introduce our new Practice Nurse, Ann-Louise. Ann-Louise is highly experienced General Practice Nurse and will complement our doctors by providing childhood immunisations, chronic disease management, health assessments, and wound care, amongst other nursing care and services.

ADDITIONAL SERVICES

Within the next few months we will be extending our services to provide you with better health management by utilising online booking and reminder features. This will involve and include:

Online Booking System – providing you with 24/7 convenience.

Appointment Reminders – SMS messages providing you with an opportunity to confirm, cancel or reschedule your appointment.

Recalls – SMS messages to remind you that you are due for a range of health services which may include Cervical Screening, Health Assessments, Care Plans, and any health promotions.

Script Requests – providing you the option to request scripts online (subject to doctor approval).

Our receptionists will be updating your mobile phone number details to facilitate the above services.

FEEDBACK

If you have any thoughts on how Health at Dulwich can improve the services and care we provide, please feel free to complete one of our feedback forms, or let one of our receptionists know so that we can continue to improve.

The Team at Health at Dulwich
July/August 2019