

# Arrival Medical Practice

*Winter Newsletter 2019*

## Student Nurses

You may have noticed that at certain times the Nurse has a Student Nurse shadowing her in the consultation. All visitors in the practice are bound by the confidentiality rules we hold in practice.

The Student Nurse is there to learn, however please just let the Nurse know if you are not happy for them to be in the room with you.

## Congratulations!

As reported in the Evening Gazette 2019; Arrival Medical Practice is the 6th **BEST** practice out of 67 other practices in Teesside.

A HUGE congratulations to the whole Team.



## Family and Friends Test

The Friends and Family Test (FFT) is an important feedback tool that supports the principle that people who use NHS services should have the opportunity to provide feedback on their experience. Questionnaires are available at reception. We welcome any feedback





We are **closed** on Wednesday 25th December 2019, Thursday 26th December 2019 and Wednesday 1st January 2020  
The practice is closed from 12noon on Thursday 6th February 2020

### Privacy @ Reception

Please remember to give the person in front of you plenty of space at the Reception Desk.



The receptionist can only deal with one person at a time so please do not interrupt when they are either on the phone or talking to another patient

Thank you

### Mobile Phones!

When the clinician calls your name please ensure that you end your call immediately before you go into the clinical room. It is NOT appropriate to walk into the consulting room still on the mobile phone!



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