

# Stainland Road Medical Centre

70 Stainland Road, Greetland, Halifax, HX4 8BD. Tel: 01422 374109  
[www.stainlandroadmedicalcentre.co.uk](http://www.stainlandroadmedicalcentre.co.uk)



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Dr CM McMichael

Dr EL Hammond

Dr S Martin

Dr S Shamas-Ud-Din

Dr LL Fairbairn

Dr F Azam

## **PATIENT REFERENCE GROUP**

### **Action Plan**

- To advise patients to avoid phoning the surgery before 9.30am for non-urgent matters.
  - Add to website
  - Amend telephone message
  - Add to relevant correspondence
  - Phlebotomists to advise pts to phone for results after 9.30am
  
- Review enhanced service for extended hours
  - Audit GP & Nurse appointments