

# GOXHILL SURGERY & PHARMACY

Our surgery receives around 300 calls in the first hour on Monday morning and around 200 to 250 on each of the other mornings.

Following a number of complaints from our patients regarding the difficulty in getting through on the telephone the doctors have invested in a new telephone system to help handle your calls more efficiently.

As from Monday 8th August there will be a single number to access Barton & Goxhill surgeries. The new telephone number will be **01652 636600**. On getting through to the surgery you will then be presented with a number of options so that you can be redirected to the right department.

The practice manager, Gary Hunter, said *"We hope this will cut down on the number of calls queuing especially during busy period. We also have more lines so that patients should experience the engaged tone less frequently. Invariably during busy periods there may still be a need to redial more than once."*

As a further note, patients are requested not to use the BT Ringback facility as this does not always function correctly on multi-line exchanges, as patients often ask why they didn't get the ring back on their telephone.

The surgery also says its goodbye's to Drs Chapman & Lavery who are leaving us for pastures new in Scotland. We all wish them well in their new life. The surgery are looking to appoint new doctors as soon as is practically possible.

**Gary Hunter, practice manager**

# GOXHILL MEMORIAL HALL BOWLING CLUB

A number of people took advantage of Goxhill Bowling Club's recent open afternoon - another free opportunity to try out something new. Hopefully that will translate into new memberships because again that is what is necessary if we are to keep it a thriving and successful club. We have people joining the club from Barton because of the quality of Goxhill's facilities - so find out what they know that you do not.

The club are doing well in the 3 leagues and my partner and I won the County Ladies Pairs final last weekend and will represent the County in the week long Nationals at Skegness next month.

Please check out the Club's web page on Goxhill Village Links at <http://goxhill.moonfruit.com/#> or you can telephone **Chris Ellis** on **530579**.

*Humberside EWBF 2 Bowl Pairs Champions 2011 - Christine Ellis & Tina Morris being presented by the Humberside County Ladies President, Marie Whittle (centre).*

