## Newsletter

December 2024

**Introduction**

From our practice, we would like to regularly inform you about the way we work and any changes related to staff and work arrangements. We thought it would be a good idea to do this through a newsletter, which we will send a few times a year via email, post on our website, and by paper copies in the waiting room. The newsletter will appear in both Dutch and English.

**Our team**

General Practitioners

Our GPs work in pairs to ensure that, in the absence of your own doctor, you can consult with a close colleague for urgent matters.

Pairs:

\* Elise Hugenholtz (Tue-Thu-Fri) and Jantine Bosma (Mon-Wed-Thu)

\* Daam Hoogendijk (Mon-Tue-Wed-Fri) and Eeke Boerlijst (Mon-Tue-Thu)

\* Lot Stork (Mon-Tue-Wed-Thu) and Rosa Kooistra (Tue-Thu-Fri)

As you can see, there has been a change due to the retirement of Dr. Van Rooij. Radboud van Rooij, our longest-serving GP, hung up his stethoscope in September and is now enjoying his retirement. He shared that he always worked with great pleasure and thanks his patients for their trust in him.

As of November 4th, his successor, Rosa Kooistra, has started. She graduated as a GP a year ago and has since worked in a group practice in Diemen. Rosa looks forward to taking over his place.

Doctor’s Assistants

In recent years, there have unfortunately been many changes in staff, and due to the tight labour market, it’s not always possible to achieve optimal staffing. This may mean you wait longer for phone contact than in the past, and sometimes it’s not possible to carry out all investigations in the practice (such as blood pressure checks, etc.). We aim to provide service wherever possible and appreciate your understanding. Since October, we’ve arranged additional support on low-staff days from an agency that enables doctor’s assistants to join remotely by telephone.



Fortunately, we also have some positive news:

\* Our coordinating doctor’s assistant, Esmée, gave birth to a healthy daughter in September. She is now on maternity leave, and we expect her back in the practice in January.

\* Tessa is almost seven months pregnant and will start her maternity leave at the end of the year.

To cover for Esmée and Tessa, Fatima will be working with us three days a week for an extended period, and we also have a number of regular substitutes.

In addition, we have two new doctor’s assistants:

\* Asli joined us in mid-October; she is an experienced doctor’s assistant, but previously worked in a hospital, so she’s still familiarizing herself with certain aspects of general practice.

\* Lisa will be working with us for the coming year. She is still training to become a doctor’s assistant but already has extensive experience in healthcare.

Practice Nurses

There are currently no special updates regarding our team of practice nurses.



**Information**

**Making Appointments**

\* Through MGN, you can make an appointment with your GP or practice nurse yourself for non-urgent complaints. Always mention the reason for your visit. For all other appointments, please contact the practice by phone.

\* If you wish to make an appointment with the GP, practice nurse, or treatment room, you can call the practice. The doctor’s assistant will always ask you for the reason for your visit and how long you have had the symptoms. The GP has a few slots available each day for issues that need to be seen on the same day. By asking about the reason for your visit, the doctor’s assistant can determine the urgency of your appointment.

\* An e-consultation is intended for short questions for your GP, practice nurse, or medical assistant and is not suitable for repeat prescriptions, canceling appointments, or urgent questions. Your healthcare provider will respond to your e-consultation within 5 working days.

**Calling through TeleQ (our phone system)**

The advice is to first listen to the voicemail message due to the menu options that follow:

Press 1 for life-threatening situations.

Press 2 for repeat prescriptions.

Press 3 for test results.

Press 4 to speak with the doctor's assistant.

Press 6 to cancel an appointment.

Sometimes, the phone lines can be very busy. In that case, you can choose to request a callback by pressing 4 and then pressing \*. You will be given a time at which you will be called back. Please note that due to busy schedules at the front desk or understaffing, it may occasionally happen that you are called back at a different time than initially indicated.

Visiting the front desk or calling again after you have already been given a callback time may cause delays. We kindly ask that you wait at home for the callback. If you are unable to answer the phone in time, the doctor's assistant will always try calling a second time. However, if there is no answer on the second attempt, no further callbacks will be made.

**Keeping Your Information Up-to-Date**

It is important that you inform us promptly of any changes to your personal information, such as your phone number or email address.

