

# GPs' message to public over appointments

Patients across Norwich are being urged to tell their practice when they can't see their doctor after booking an appointment.

Last year around 45,000 appointments were missed by patients who failed to notify their GP first.

Some of these appointments were for 10 minutes, others were for 20 or 30 minutes, meaning doctors' time is wasted instead of them seeing other patients.

Dr Anoop Dhese, a GP in Stalham and chairman of North Norfolk Clinical Commissioning Group, said: "General practices are keen to provide the best possible service for their patients and get them seen quickly. Patients can support their local practice to do this by letting them know as soon as possible if they are unable to attend or no longer require an appointment, so that other patients can benefit from a cancellation."

He and other doctors are urging patients to give their mobile phone numbers to practices as some offer a

**Nicholas Carding**

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text reminder service. Many consultations on common illnesses, cuts, and scrapes can be given at your local pharmacy.

Dr Chris Dent from Oak Street Medical Practice in Norwich said: "We would also ask patients to talk with our receptionists when they call to book an appointment.

"Receptionists are valued members of our practice staff who are there to help you and who will treat your information confidentially.

"If you talk to them about what is the matter or what you need then they can ensure you get to see the right person at the right time.

"This helps us provide an even more efficient service."

More than 130,000 appointments were missed across the city, and in south and north Norfolk last year.

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## Review

# Lear proves to be crowning glory of festival



■ Melvyn Bragg at the production of his play *King Lear* in New York, which was adapted for the Hostry Festival at Norwich Cathedral and directed by Stash Kirkbride.

Picture: SIMON FINLAY PHOTOGRAPHY

## King Lear in New York

Hostry Festival, Norwich

This new adaptation of Melvyn Bragg's *King Lear* in New York, set in the 1980s, is the crowning glory of the Hostry Festival.

It was re-written and shortened by the writer/presenter and the result is 90 minutes of enthralling theatre, running without an interval.

At its centre is a towering, multi-layered performance by Louis Hilyer. He plays Robert,

a great actor at the tipping point of his life – torn between treading the boards or finding global fame in movies.

Robert is about to undertake the role of *King Lear* off Broadway but is battling a love for booze and is in the middle of a complex family trauma. Around Hilyer is a talented cast of local actors, with Rebecca Chapman playing TV journalist Jackie with real relish, Peter Barrow as Robert's brother Alec, and two actresses who were in the

Maddermarket's excellent production of *King Lear* earlier this year - Rebecca Aldred (Bett, Robert's second wife and agent) and Nina Taylor (Juliet, Robert's daughter).

Under Stash Kirkbride's direction, this is a tremendous, perfectly-paced production which certainly doesn't seem 90 minutes long. It ticks every box – is dramatic, funny, poignant and thought-provoking – and always absorbing.

**Viv Thomas**



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