

OLD HALL SURGERY



NEWLETTER



JANUARY - MARCH 2008

Old Hall Surgery Newsletter – January 2008



THANKS

Sue the Practice Manager would like to thank everyone very much for their kind thoughts and gifts for her 30 years at the Practice.

Everyone at Old Hall Surgery, Doctors and Staff would like to say thanks once again for all the sweets/biscuits gifts for Christmas.

We very much appreciate your gifts to us as this shows that we do get things right and we appreciate your gifts as positive comments.

WELCOME BACK

Dr Deacon will be coming back in February after having her daughter Jasmin. We look forward to her joining us again.

Dr McCarthy who has been covering the maternity leave will be staying with us for 2 days a week. We are pleased to welcome her as part of the Team.

DOCTORS AT THE PRACTICE

Please be aware that as a patient you are no longer registered with a particular Doctor, but at the practice “Old Hall Surgery”.

You may have and prefer to see a particular Doctor, but we as patients are now registered with the Practice. This was a change made by the government 4 years ago.

APPOINTMENTS

Please be aware that to meet PCT, (Primary Care Trust) and Government targets, we are trying to improve advanced access appointments. The appointments on the day in the morning will remain on a first come, first served basis, but we will no longer be able to give a Doctor of choice. The appointments in advance will be for a Doctor of choice. We hope that over the next few weeks to have enough appointments.

Please be aware that Dr Phipps only works 2 days a week. Dr Birch and Dr Shaw also are the practice representatives on meetings for Diabetes, G.P. Services locally and Prescribing. This means that the PCT expect them to attend meetings which means they are not able to do surgeries. We are

endeavouring to work at these issues of patients wanting to see a particular Doctor in advance and we will always offer you whoever we have on duty in advance in the first instance.



REPEAT PRESCRIPTIONS

We are experiencing a significant amount of increased phone calls to the practice from local Chemists with questions about patients repeat prescriptions. Can we advise that these calls do block phone lines and make it difficult for everyone to get through to us.

Please be aware that you can order your repeat prescription by email or from the practice Website if you have internet access. If you wish to order by email you will need to register at reception.

If you are ordering from the Website please ensure that you use the name of the medication from your repeat list and not the pack or bottle. If you need an up to date list, please ask reception.

If ordering from the Chemist please ensure that you give the tear off slip from your prescription or a full list of the items you need with full name of tablets and dose. Also please allow at least 7 days from ordering to collection as this is the time needed for them and us (our 48 hours included).



STOP SMOKING SUPPORT

If you would like help and support to stop smoking we hold “**Stop Smoking Clinics**” at the **surgery**. Ask at reception for an appointment where you can be given advice and support in the form of patches, gum or tablets, or just help and support.

These clinics are held here at the Surgery on a Tuesday afternoon, but the nurse can arrange to see you on other days and at other times if needed.

The Nurse has loads of spare appointments at the moment please ask at reception to be fitted in at short notice.

TEST RESULTS

If you have been sent for a test by the Doctor and been advised to ring for the result, **please ring any day between 10am and 3pm.**

Results you may ring for (if directed by the Doctor)

- X-Ray's *please allow 14 days*
- Stool samples *please allow 5 days*
- Blood tests *please allow 5 days*
- Urine tests *please allow 4 days*
- Cervical smears *please allow 6 weeks*
- Hospital letters *please allow at least 4 weeks for routine letters*
- Swab tests *please allow 5 days*

The above list is some of the more common results that you may ring for.

Please note that a result cannot be given to you unless a Doctor has seen it and results cannot be given to another person.

We would like to advise patients who attend Doctor or Nurse for tests, i.e. bloods, smears etc, that it is the patient's responsibility to contact the surgery for the results of these tests.

Although we do endeavour to contact the patients concerned when the result is not normal, this is not always possible as some people are out all day at work and some people do not have telephones, so it is important that you telephone the surgery or call in at reception for the results after a certain period of time.



CHANGING PHONE NUMBERS

Phone numbers - Don't forget to keep us informed if you change your mobile phone number or your house phone number just in case we need to get hold of you urgently.

ANONYMOUS CALL BARRING

Do you have call barring at home?

The practice is unable to contact you if you do.

You may wish to think about adding the Surgery number to your preferred list.

ACCIDENT AND EMERGENCY

Our PCT (Primary Care Trust) has noted that there area large number of patients attending accident and emergency when they should be going to the GP Surgery late morning and early afternoon.

Please note that when our doors are closed at lunchtime we are still here and working but we have the cleaner in the building to maintain the cleanliness of the surgery and for Health and Safety of the public we close the doors.

Please be aware that it is not appropriate to go to the accident and emergency department. If you need a Doctor please contact the surgery.

We endeavour to offer surgeries through the day as late as possible in the morning and as early as possible in the afternoon.

Please be aware that Doctors have to see housebound patients at home and also have paperwork to do and this is done between surgeries.

Accident and Emergency is for “accidents and emergencies” all other problems should go through the doctor’s surgery.

Please also be aware that the wait at accident and emergency is often hours where here in the practice you will be allocated an appointment time.