

October 2017 Issue 2

New Appointment System Launching in January 2018

Why does the Receptionist ask questions?

Our new daily 'drop in' clinics will provide flexible and convenient care

We have proposed a new clinic system launching in January 2018. The design of clinics is based on research and feedback we conducted in Spring 2017. The new system will suit our daily patient demand and will provide you with convenience and increased availability of clinicians.

More information regarding the exciting changes will be released in December 2017!

We have a wide range of services available at the surgery including GP's, Nurse Prescribers, Advanced Nurse Practitioners, Pharmacists, Midwives, and Clinicians who specialise in specific diagnoses. You do not have to state your reasons, but receptionists may ask you for a brief description of your symptoms or query to ensure that your time is used in the most efficient and appropriate way that our service can attend to.

Have you signed up for the Electronic Prescription Service?

Recently moved or changed your phone number?

Earlier this year we changed the way we issue prescriptions at the Surgery. If you are on repeat medication you can now nominate your regular chemist to request your prescriptions for you. When we receive your request it will be processed within 48 hours. An authorised prescription will be sent electronically to your nominated chemist.

If you have recently changed your contact details please make sure you inform us as soon as possible. Without this information, we will not be able to remind you of any upcoming reviews that you may require, or updated you with any information you have requested.

This quick and easy set up enables you to just attend your chemist when your medication is due. Prescriptions issued during a consultation in the Surgery can also be arranged this way too! See reception for more information.

Hello, my name is...

Ailsa, Healthcare Assistant

"I arrive early each morning to set up my room. I check that all equipment and stock which will be required for use by all clinicians throughout the day is fit for use. Once I'm all set, I spend most mornings doing a phlebotomy clinic. Patients attend back-to-back for me to take blood samples. I take the samples, input data electronically, and ensure patients leave my room feeling well. Sometimes I need a little longer in an appointment if a patients vein is not very easily accessible. My day continues with a clinic of pre-booked patients. I routinely see patients for, but not restricted to: New Patient Screenings, Blood Pressure Checks, ECG's, NHS Health Checks, Breath Tests, Flu Jabs and Hearing Tests. The time allocated for each procedure varies. My colleagues and I also have our own specialised clinics which we are involved in; mine include assisting with the coil clinic, assisting with the minor surgery clinic and the fitting of 24hr BP/ECG monitors. As well as having a pre-booked clinic to attend to, I am regularly relied on for any urgent requests for my colleagues, particularly from the GPs and Nurses. At the practice we all have admin work which we complete around our clinics. I regularly contact patients who require screening such as cervical/breast/bowel etc. I am also responsible for ordering and putting away stock. I love my job as I meet so many nice people."

Staff Update

Since April 2017 we have welcomed a few new faces at the surgery!
Dr Richard Knox, Nurse Prescriber Robana Hussain-Mills, and Receptionist Stephanie Willett have all joined us, and we will be welcoming back Receptionist Becky Marshall in the New Year.

This Issues Focus:

Flu Vaccinations

Are you are eligible for the free, annual flu vaccination? Please ensure you contact reception to arrange your appointment today! The flu vaccination provides the best protection against an unpredictable virus, and it is the best overall way to protect yourself and your family from flu. However, if you decide not to have the vaccination or have had it elsewhere please let us know so we can update your medical records. Speak to reception if you are unsure about your eligibility for the vaccine and the clinic dates that are available.