

# Newsletter

Autumn 2007



**Burton &  
Bransgore Medical Centres**

## 'FLU & PNEUMO VACCINATION CLINICS

We will again be holding 'flu inoculation sessions on Saturdays throughout October. The patients who we are inviting to attend are those regarded as most vulnerable.

If you are aged 65 or over, are a main carer or you suffer with any of the following problems:

- Chronic heart disease
- Chronic respiratory disease (including asthma)
- Chronic renal or liver disease
- Disease or treatment causing lowered immunity

You need to **BOOK AN APPOINTMENT** in one of our Saturday flu clinics to receive a **FREE FLU INJECTION.**

**Flu Clinics on Saturday  
mornings in October**

**BURTON**

- **6 & 20 OCTOBER**

**BRANSGORE**

- **13 & 27 OCTOBER**



Additionally, if you are **aged 65 and over**, and have never been immunised against pneumococcal infection, you are entitled to receive a **FREE PNEUMOCOCCAL INJECTION.**

Information leaflets about both vaccines are available at the surgeries.

## PEOPLE NEWS

We were sorry to say goodbye to Dr Debbie Miles, our registrar for last year who left on 1<sup>st</sup> August, but welcome to our new Registrar, Dr Daniel Svagers, who started on this day and will be with us for the next year.

There are new faces on the nursing and reception team. Anita is a new treatment room nurse, working at both Burton and Bransgore. Anita has many years experience working in a sexual health clinic in Hospital, and is busily adding to these skills to become a fully fledged primary care nurse. Julie is a new member on the reception team, in a role that has arisen because others have chosen to reduce their hours. Julie will also be providing holiday relief cover so will be working at both sites.

I know you will welcome them on board and be understanding whilst they are learning the ropes.

## CARERS

You are invited to attend a **free** training course for carers, run by Help & Care, at the Stour Surgery in Barrack Road, Christchurch. The course is running on Wednesdays through October starting on 10<sup>th</sup> October.

For more information and to book a place ring Françoise Griffin of Help & Care on 0845 4500 418

## OPENING HOURS & APPOINTMENTS

Both Burton and Bransgore Medical Centres are open every weekday, except Bank Holidays, from 8.30am until 6.30pm. The reception staff at either Centre can book appointments for both surgeries as there is one computer system for the whole Practice.

All clinical consultations are by appointment only, we do not have 'walk in' clinics, ie, where patients turn up and wait to be seen, as we believe that this can cause unnecessarily long waits for attention. The Practice therefore strives to achieve the most appropriate timed appointment, with the right practitioner, and hopefully the practitioner of choice for the patient.

### Routine Appointments

Appointments with any of the clinical team (doctors, nurses and health care assistants) are available up to 4 weeks in advance. Appointments can be made in person or by telephoning either surgery, but if it is a routine appointment we would ask that this request please be made after 10am if possible.

### Urgent Appointments

For urgent conditions, or where there is uncertainty over when a patient needs to be seen and by whom, it is most likely that there will be a telephone assessment. You will be rung back by one of our nurse practitioners or by the duty doctor and asked for more information; they will then be able to give you advice or arrange an appointment within 48 hours with the most appropriate practitioner. This practitioner may not be the one of your choice, but will be appropriately qualified to deal with the problem as presented.

### Length of Appointment

All GP appointments are of 10 minutes duration. If you feel you will need longer than this, then please advise the reception staff who will allocate double the time to your appointment. It is also helpful to bear

in mind that it is difficult for any GP to attend properly to several problems in one 10 minute appointment.

Nurse appointments are of variable length according to what is to be done, so it is essential that reception staff know what the appointment is for so that you have the properly allocated time.

### Late Arrivals

If you are late arriving for your appointment it may not be possible for the practitioner to see you. The receptionist will ask on your behalf, but you may be disappointed or have a long wait to the end of the surgery.

### Non Attenders

Many patients fail to attend their appointments. Anyone not turning up for an appointment will be written to by the Practice Manager and anyone repeatedly not attending risks being asked to register with another Practice. So please: **'KEEP IT or CANCEL IT but DON'T FORGET IT ...'**

### Out of Hours Services

(Weeknights after 6.30pm/Weekends and Bank Holidays)

If you are unwell outside of normal surgery hours, you may call NHS DIRECT on 0845 44647 for advice, or call in at your local pharmacist.

If you need urgent medical attention out of surgery hours you may ring the surgery as usual. A recorded message will direct you to the out of hours service provided by the URGENT CARE SERVICE. The responsibility for this service falls on the Dorset Primary Care Trust. You may telephone the URGENT CARE SERVICE direct on 0845 600 1013.

If your injury or illness is severe or you've had a serious accident call 999 and ask for an ambulance or visit your local A&E Department.

## WEBSITE

[www.theburtonsurgery.co.uk](http://www.theburtonsurgery.co.uk)