

Newsletter

Autumn 2004



urton &

ransgore Medical Centres

New GP CONTRACT

Many of you will have been reading in the press about a 'New GP Contract' that was presented to GPs throughout the UK with effect from 1 April 2004. Much of the detail of this contract has had no noticeable impact on the services for patients, but there are several issues that may, and we would like to alleviate any anxieties that may arise from sensational reporting.

- **OUT OF HOURS (OOH)**

This is the most significant change for all GP's as, with effect from April 2004, GP's were no longer required to be on call for their patients 24 hours a day, 365 days of the year. The responsibility for medical cover during the hours of 6.30pm & 8.00am weekdays, weekends & bank holidays now falls on the local Primary Care Trust (PCT). The PCT our Practice falls under is South & East Dorset and they were able to confirm to us on 13th September that they will be ready to fulfil their responsibilities with effect from 1st October 2004.

How will this impact on you, the patient,
AFTER 1st OCTOBER?

- You can access medical attention between the hours of 6.30pm and 8am weekdays, and weekends/bank holidays, by telephoning:
0845 600 1013
- You will still be able to ring either surgery number and be given this number via a recorded message.

It may reassure you that this service is being managed across the County of Dorset by Dorset Ambulance Trust.

- **SATURDAY MORNING SURGERY**

As part of the changes doctors will no longer be required to provide Saturday morning surgeries, and the PCT have favoured these being covered by their chosen out of hours providers, Dorset Ambulance Trust. So regrettably, from 1st OCTOBER 2004, the Practice will be closed on Saturday mornings.

'FLU & PNEUMO VACCINATION CLINICS

The patients who we are inviting to attend these clinics are those regarded as most vulnerable.

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

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

you are entitled to receive a **FREE FLU INJECTION.**

Additionally, if you are aged 75 or 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.

Clinics will be run at both surgeries during October, starting with

- Burton on SATURDAY 2 OCTOBER and SATURDAY 16 OCTOBER
- Bransgore on SATURDAY 9 OCTOBER

Please ring either surgery at the earliest opportunity to book your appointment.

PEOPLE NEWS

Life is never static in the surgeries and we are sorry to have had two popular receptionists leave, albeit one of them temporarily. Cynthia from Bransgore left for personal reasons at the beginning of the summer. We wish her well in whatever field she chooses to move into. June from Burton, after 20 years service, has been awarded an extended leave of absence and we are looking forward to her return in the early spring.

Welcome to a new member of staff, Maureen, and a welcome back to Caroline. Also welcome to the daylight for Sue, who has added some daytime hours to those she has been providing in the last year in the evenings.

Also moving to pastures new has been nurse Heather, who had been with us for three years. We are very lucky to be replacing Heather with a very experienced practice nurse, Roz, who is joining us at the end of September.

Welcome back to Dr Elizabeth Pugh who has taken a part time position with the practice until next summer. Liz spent a very brief time as a registrar with the Practice in the late 90's but has remained in contact and lives locally, so it is a real pleasure to have her back, albeit for a relatively short time.

There have been changes too on the community nursing team. Diane left at the end of the summer, but has been replaced by a very experienced District Nurse, Janice. Janice has been working in the Christchurch area for many years and will, I am sure, settle in quickly and well. We are dismayed too to be losing Gill from the district nursing team. Gill has worked in the locality for many, many years and, reluctantly, we are at long last allowing her to retire.

MEDICATION

The cost of prescribing drugs, dressings and ointments is coming under close scrutiny, not just in this Practice but throughout the PCT. There is much requested by patients that is readily, and often inexpensively, available over the counter of the local pharmacists. The doctors are often uncomfortable with denying anyone such products but would ask that you please do not embarrass them by requesting these items in the first place. A list of such products will be put up in each surgery, and can be made available to individuals by asking at the reception desks.

PRACTICE QUESTIONNAIRE

A BIG THANK YOU to all the patients who completed the fairly comprehensive questionnaire a little earlier in the summer. The results are back from over 300 completed forms and show a very high level of satisfaction overall with the Practice, which is very gratifying. More details will follow once we have had the opportunity to meet and discuss this as a team, but one of the areas highlighted was availability of phlebotomy and you may care to read the article below this.

You don't have to be asked for your comments and suggestions; these can always be made to our Practice Manager, Lorraine Trim. There are some slips on the windowsills at both surgeries if you wish to use one.

PHLEBOTOMY (BLOOD TESTS)

As a Practice we are lucky to be able to run a very modest blood taking service in the mornings, alternating between Burton & Bransgore. We are proud of this service but it must be recognised that it can only meet a fraction of the Practices' requirements, blood tests for those with ready access to transport need to be undertaken at local hospitals and the opening times for these is printed on the back of the request form.

Strenuous efforts are being made by Christchurch & Bournemouth Hospitals to improve their service as many have complained at the length of waiting times. During the course of the autumn an appointment system will be introduced at both hospitals to ease the pressure in peaks and flows of demand. Specific details will be available when this happens, but its good to know what improvements are in the pipeline.

WEB SITE

The Practice has its own website – take a look
www.theburtonsurgery.co.uk