

Newsletter

Spring 2008



**urton &
ransgore Medical Centres**

RECENT PUBLICITY & EXTENDED HOURS

I am sure the majority of patients will have been aware of the relentless negative publicity that has been bandied about in the press about family doctors.

We are none of us comfortable with the politicizing of such an important matter as healthcare and it would not be in the nature of this Practice to make comment about this.

We remain focussed and committed in providing the best service we can, from the resources we have.

With regard to extending the surgery hours, the details have yet to be finalised as to exactly what the Government want us to do and when, but what is known so far is that any appointments in the evenings (after 6.30pm) and weekends will not be for urgent matters, but routine appointments for people who are at work all week.

Please be assured that the excellent **URGENT OUT OF HOURS SERVICE** provided by the Ambulance Trust will continue on the 0845 600 10 13 telephone number.

Also, if you are unwell outside of normal surgery hours, you may find it helpful to call NHS DIRECT on 0845 44647 for advice, or call in at your local pharmacist.

VACCINATION AGAINST PNEUMOCOCCAL INFECTION

Did you know that if you are aged 65 and over you can receive a free inoculation against pneumococcal infection?

Unlike the influenza vaccine, which changes every year and needs renewing annually, this is a one-off injection for which we keep vaccine in stock all year round. Information leaflets about this vaccine are available at the surgeries.

If you would like to receive this immunisation, make an appointment at either surgery in the usual way through reception.

PEOPLE NEWS

We are delighted to welcome a new GP to the team. Dr Joanne Lee is a very experienced doctor, who is returning to primary care after a break. Although Dr Lee will be working part time, we are extremely pleased to secure her input and feel sure her experience and confidence will enhance the Practice.

There has been some reconfiguring in the health visiting team, with more team work across different Practices, our Practice being coupled with the Highcliffe surgery. The benefit of this is that the existing team of Gaynor (Health Visitor), Margaret (Nursery Nurse), and Kaaren (Clerical Assistant) have been joined by a very experienced Health Visitor, Mary Jones.

WEBSITE

www.theburtonsurgery.co.uk

The website now holds a downloadable copy of our TRAVEL VACCINATION FORM. Unfortunately we cannot receive it back electronically yet – but you can complete it ready to bring in and make your appointment with one of our Practice Nurses.

BABY CLINICS

The monthly baby clinic at Burton had outgrown the surgery and will, in future, be held in ST LUKES CHURCH HALL, opposite the surgery.

The cycle of baby clinics remains the same:

1st Wednesday of the month – Bransgore Surgery – 12.30pm – 2pm

2nd Wednesday of the month – Mundeford Surgery – 2pm – 3.30pm

3rd Wednesday of the month – Burton (St Luke's) – 1pm – 2.30pm

4th Wednesday of the month – Highcliffe (St Mark's) 2pm – 3.30pm

NON ATTENDERS

This remains a very big problem for the Practice. We are writing to EVERYONE who misses an appointment and are encouraged that most patients can see why we are taking this time and trouble.

Please ... think about the impact of missing your appointments and:

'KEEP IT or CANCEL IT but DON'T FORGET IT ...'

Ultimately, if an individual is repeatedly missing appointments, they risk being asked to register with another Practice.

YOUNG ADULTS & TEENAGERS

It is noticeable that when young people reach an age where they are responsible for their own health and welfare – they appear to stop thinking of their family doctors as the place to achieve helpful, friendly and CONFIDENTIAL advice.

There is however a natural transition from being the place where you received your baby immunisations and came with a parent to get attention for childhood ailments, as the place to turn to if you need reliable advice on healthcare matters.

We run CONFIDENTIAL clinics, for smokestop and sexual health, as well as the ones people can be more familiar with, such as the asthma clinic. We can also support individuals with weight issues. We have access to supportive counsellors at BOTH our surgeries.

Pop into either surgery when you are passing and help us to help you by filling in one of our pink healthcare forms.

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number, you must advise us at the earliest opportunity. This can be e-mailed to the Practice on the 'enquiries' e-mail link on the website, as well as writing to, or calling in at the surgeries. Thank you.

COMMENTS & SUGGESTIONS

We always welcome your suggestions about our surgeries either directly to the Practice Manager, Lorraine Trim, or, if you wish to remain anonymous, use the pink slips on the windowsills in both waiting rooms. We invite you to post the completed slips in the repeat prescription boxes as these are emptied throughout the day.