

Newsletter

Winter 2008/9



**Burton &
Bransgore Medical Centres**

REFURBISHMENT BRANSGORE SURGERY

The New Year is to start with a bang – quite literally! We are, at long last, to undertake a refurbishment of the Bransgore Surgery. The principle areas that are going to be worked on are the reception and waiting areas.

For the most part we plan on remaining open for the six weeks of the project, albeit that we will be running a reduced service. The doctors you like to see at Bransgore will all still run surgeries there every week, but not in the same number as usual as there will only be one consulting room. If they are not at Bransgore, they will be working at Burton, so the number of doctor appointments we have will be the same.

If you are a regular Bransgore patient who is mobile and able to get to Burton, could you please try to be seen at Burton so that those who don't have transport can have the appointments that will be available at Bransgore.

It will be necessary to close the Bransgore Surgery to help the builders push ahead with the project and the following days are planned for total closure.

Planned Closures Bransgore JANUARY

THURSDAY 15th
FRIDAY 16th
THURSDAY 22nd
FRIDAY 23rd



On the days we are closed the doctors, nurses and reception team will be at Burton.

Telephones

We will connect the Bransgore telephone to the Burton surgery for the closures and a lot of other times as well during the project. This means that you should be able to dial your usual number without a problem. However, just in case this doesn't work, keep both numbers handy.

Bransgore 01425 672857
Burton 01202 474311

Please try and understand that funnelling all the phone calls to one surgery could lead to delays. We very much hope not, and have increased the telephone capacity, but please bear with us.

Prescriptions

We are committed to maintaining the **48 hour turnaround** for repeat prescription requests during the period of the building work. However it would be really helpful if you could try NOT to use the telephone to re-order prescriptions as the estimable reception staff will be struggling to manage all the calls at Burton. Just to remind you

HOW TO ORDER REPEAT MEDICATION

- **On Line** - via the web site.
www.theburtonsurgery.co.uk
- **Pharmacist** – many local pharmacists collect from our surgeries. Give your tear off slip to them and they will bring it to the surgery, collect the prescription and dispense it.
- **Reception desk** (except for the **planned closure dates at Bransgore**)
.. Burton has a post box at the counter
.. Bransgore – please hand to the receptionist personally for the duration of the building work. (The post box will be resited at the conclusion of the work.)

- **Post** – you may send your repeat slip in the post, but you must send a sae with it.
- **Fax**
BURTON – 01202 484412
BRANSGORE – 01425 674421
- **Phone**
(please try and leave this service for our elderly, infirm and housebound.)

BURTON (& BRANSGORE for the period of the building work)
12 noon – 2pm – 01202 48177

Timescale

We very much hope to have the project completed in six weeks, by the beginning of March.

There is no doubt that the service at Bransgore will be disrupted and the premises compromised in that time, but we hope to have much nicer facilities for everyone at the conclusion, and hope you can bear with us whilst the work is being done.

COMMENTS & SUGGESTIONS

We always welcome your suggestions about our surgeries and you can do so directly to the Practice Manager, Mrs Lorraine Trim.

You are also invited to speak to any of the Patient Representatives who are patients of the Practice and who have agreed to act as advocates on behalf of those requiring advice and support. Their contact details are below:

Bill Everton	1 Pinewood Road, Highcliffe	01425 275312
Christine Hall	5 Cedar Avenue, Christchurch	01202 485221
Pat Rushton	25 Durlston Crescent, Christchurch	01202 259879
Geoff Staynings	77 Whitehayes Road, Burton	01202 486575

**The surgery website:
www.theburtonsurgery.co.uk**

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 make a resolution in the New Year to: **'KEEP IT or CANCEL IT but DON'T FORGET IT ...'**

If you are unwell out of hours, you may call **NHS DIRECT** on **0845 44647** for advice.

If you need urgent medical attention you may ring the **URGENT CARE SERVICE on 0845 600 10 13**. This number will be repeated on a recorded message on either of the surgery numbers, so ring your usual number and it will be repeated.

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.

With very best wishes for the the coming year to all our patients

The doctors & staff

