

UPTON-UPON-SEVERN SURGERY

PATIENT NEWSLETTER DECEMBER 2008



Welcome to the last newsletter of the year.

A welcome Christmas present for us all was the news that our much valued and to many of you essential dispensary service is no longer under threat of closure due to rule changes that were proposed. Minister Phil Hope stated in parliament 'We have taken into account the views of those attending the listening events, the meetings and so on, and as a result I am pleased to announce to him that there will be no change to the current arrangements on GPs dispensing medicines to their patients.

The GP Partners and staff would like to say a very big thank you to the 2,700 who signed our petition which was presented with others from Pershore Practices to the Health Minister Alan Johnson. Together with the letters from all of you who wrote and expressed your views we feel it made a real difference and has saved our dispensary service.

Christmas Opening

We are open Monday 22nd, Tuesday 23rd, Wednesday 24th December and closed on the 25th, 26th, 27th and 28th. The Out of Hours patient contact number is 0300 1233211. Patient calls to the surgery will automatically divert to the Emergency Out of Hours Service. NHS direct is available online www.nhsdirect.nhs.uk or by telephoning 0845 4647.

We open again on Monday 29th, 30th, 31st December and we are closed 1st January and are open as normal on 2nd January. On the 29th December there will be additional early appointments available which also include some phlebotomy (blood test) slots that commence at 07:10. We would like to thank you for your very generous gifts which are much appreciated by all the staff groups.

Management In Practice Awards 2008

Dr Evans and Philippa White attended the MiP Awards 2008 ceremony that took place at the Birmingham NEC on October 8th where the surgery was in the top three nominations for the design and facilities award. We were runners up in the category and will be having a further write up next year in their publication.

Dr Frampton

Dr Frampton returns to us from maternity leave on Wednesday 4th February. We will be saying goodbye to Dr Martin who has been providing cover during her leave.

Telephone consultations and new services:

The telephone consultation slots are popular so why not save yourself a journey and book a timed telephone consultation. These are particularly helpful for discussing results of tests with your doctor. Remember you can sign up for online access at any time by bringing a form of photo identification to the surgery to obtain your online access PIN. You need to be over 16 years for this service.

Auto checkin

Just a reminder that if there is a queue at the reception desk you can quickly and easily check in using the auto-checkin—the process is very simple but staff on reception will be happy to assist if you want help the first time.

Men's Health Event

64 men attended a men's screening clinic at the beginning of December led by our Practice Nurses in partnership with Gloucester Aneurysm Screening Service. Attendance levels were high in this targeted screening initiative and we are planning a catch-up programme for next year.

Focus on Carers

"A Carer is anyone who looks after a relative, friend or neighbour who, because of illness, disability or the effects of old age, cannot manage without help...."

Many people continue to look after someone for a long time without ever recognising themselves as a carer. As a result they may not be aware of the range of services and support that could be of benefit to them. We would like to establish a group in Upton-upon-Severn especially for carers, but first need to hear the views of our patients who are carers about the form this group should take and what information or training could support you in your caring role.

So, if you are a carer please contact Liz Atkinson, by Friday 23rd January 2009, on: **01684 592696** and share your views and opinions with us. Please avoid Mondays and early to mid-mornings when lines are very busy with patients wishing to make appointments.

X-Pert Patient Programme for Diabetes Care

The first X-Pert programme ran for 6 weeks with more than 20 patients and carers attending. The evaluations were extremely favourable and we are hoping to run another course soon.

Expert Patient Group Reunion

Following the 6 courses that have run over the last year, 44 people attended a reunion led by the course organisers at the beginning of December. The high number of attendees reflects the value participants have found in the course content.

Additional Extended Hours Sessions

New nurse appointments will be added to our extended hours, please ask at reception. We will be open on Saturday mornings with some new 0800 starts on January 10th, January 31st, February 7th, February 21st and March 21st: Late night sessions will run on Tuesday 6th January, Monday 19th January, Tuesday 17th February, Tuesday 3rd and 17th March. **Early appointments will be available on Monday 29th December, Tuesday 13th and 27th January, Tuesday 10th and 24th February, and Monday 9th March.**

These appointments are only for routine pre-bookable, they are not for 'on the day' or emergency service. The reception desk is open and the new nurse clinics are a pre-bookable service by telephone. The extended hours appointments for doctors as with any other in advance consultations can be booked via the web site or by telephone between 0830 and 1830 on the usual surgery number.

Short Walks Group

The programme of short walks continues over the winter. The group meets at the surgery on Tuesdays at 14:15. new walkers are always welcome, no need to book you can just turn up but remember it might be muddy...The group recently enjoyed excellent post-walk hospitality from the ladies at Baptist church soup drop-in and they wish to express their thanks to that team.

Lost Property

We have a selection of items (including car keys!) in our lost property. We can now only keep items for up to 6 months after which they will have to be disposed of or given to charitable organisations. If you have been looking for an item and you think it might have been left at the surgery please give the details in writing to the Practice Manager.

Finally

Thanks to all who have given their time to give feedback for our Patient Survey, and may we wish you all a happy healthy and peaceful Christmas.