



UPTON-UPON-SEVERN SURGERY PATIENTS' NEWSLETTER

April Newsletter

New Surgery

Work continues to progress well helped by the good weather. The roof is on and the interior floors are in place with much of the plastering completed as well. Windows are in place and whilst we were not successful in our bid to the Arts Council we have not given up on our ambitions to have some artistic talking points in the new building. We are in the process of commissioning six stained glass panels that will frame the huge window providing the main outlook from the waiting area, this will be a very unique and distinctive feature for those in the waiting area to enjoy. It may not be in place by the time we open but hopefully you will all feel it is worth the wait once installed.



Move date

We are anticipating to move surgeries over the weekend of the 12-15 October.

There will be a limited emergency surgery service on the Friday and Monday either side of the move, as the clinical systems servers have to be moved and so we will be without them for a short while. Patient data will be input at a later date from any surgery consultations made while we do not have the system. We would ask for your cooperation around this difficult time for us by keeping appointment requests to essential emergencies only. You will all receive information in early September about the move arrangements and collection of repeat prescriptions around the two weeks before and after we move.

Website

Please visit our new website at www.uptondoctors.co.uk. I would encourage registration to use the online appointment booking service and repeat prescription ordering facility which you can now access direct from the website. In order to register you need to be over 16, registered with the practice and you need to bring a form of photo ID and address verification to the surgery in person to obtain your access PIN to then create your account at home and set your individual password.

Choose and Book

Several patients have asked for information regarding the Choose and Book system and I am sure many of you will have read about the system in the National press or on television.

Choose and Book is a computer programme introduced by the NHS as one of the first schemes aiming to introduce more choice and flexibility for patients, allowing you to choose the hospital where you can be seen by a specialist if a referral is required.

The introduction of this system has required all staff users to have a photo access card and new keyboards installed with a lengthy staff training programme taking place over the year and so has been a learning curve for us as well.

The idea is for patients to be able to have a choice of hospitals or clinics, a choice of dates and times for appointments and an online ability to cancel or change appointments. The system relies on there being appointment availability and the connectivity from the practice to the system being available at all times.

There is more information on www.chooseandbook.nhs.uk where you can also find a 'frequently asked questions' section.

There is a booklet in the waiting room that may help you to decide where you want to have any referral treatment undertaken.

Extended Choice Network is a very recent addition where local private hospitals are also available under your choices for certain conditions.

Nurse Clinics

There are a number of new nurse clinics that you may be invited to attend. From now on all blood tests will normally be undertaken by the in house phlebotomy service or the Healthcare Assistant. The Healthcare Assistant is also able to offer appointments for blood pressure checks, ECG recordings and new patient checks.

Nurses are available to take clinically related phone calls between 1pm-1.30pm (except on a Tuesday) or 4pm-4.30pm.

Please remember to advise at booking if you require a number of tests as a single appointment may not be long enough.

We are pleased to be able to announce that we will soon be able to manage your INR reports in house, this will provide an instant service for all patients taking Warfarin treatment.

Dr Wilson's appointments

Dr Wilson now has just two surgeries a week and so his patients will not have as much access as previously. However patients can see any of the Partners and supporting doctors and I hope we can meet your appointment needs going forward with another doctor of your choice.

Mobility scooter for sale

Excellent condition celebrity pride design with battery included £575 ONO also a wheelchair for sale £75 01684 592292