

Stone Cross, Pevensey Bay and Westham Surgery Newsletter

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Editors Comments

(Kelly Hartland, Practice Manager)



Welcome to our newsletter.

As you will see this is our 4th issue and I hope you are finding it useful and interesting. Please contact me by telephoning 01323 761461 or via email: stone.cross@nhs.net if you have any suggestions or comments about the newsletter or any aspect of your surgery.

I am very keen to hear from you and welcome your ideas and comments.

STAFF NEWS

New Baby



We are pleased to announce that nurse Catherine had a baby boy. Mum and baby are doing well.

Retirement – Hazel and Maura.

It is with great sadness that we have accepted Nurse Maura and Nurse Specialist Hazel's request for retirement.

Hazel and I started at the practice on the same day over 22 years ago and Maura has been with us for 9 years.

I know lots of you have a great fondness for both of these nurses and I know they will be missed.

Hazel has promised to do some locums for us in the future, so you may get to see her at the surgery in the future.

New Nurses



We have taken on two new Practice Nurses. Nahed has a midwifery background and Jessica was previously a District Nurse. We are very much looking forward to welcoming them both to our team and working along side them.

PATIENTS COMMENTS AND SUGGESTIONS



Your comments:

You find it hard to get through on the telephones.

Our actions:

We have bought a new telephone line and have more staff answering it first thing in the morning and just after lunch time.

Please avoid ringing between 8.30am-9.30am, 2.00pm-2.30pm and after 5.30pm if you can.

Your comments:

The waiting room can be noisy and you don't like the music.

Our actions:

We have created a 'quiet' waiting room in our second waiting area at Stone Cross and we are disconnecting the music in this room.

Patient Participation and Involvement Group



We have recently undertaken our first survey with questions chosen by your patient participation group.

Results are available on our website and on our notice boards.

www.stonecrosssurgery.co.uk.

Please ring Michelle on 741245 if you would like a paper copy.

We are still struggling to get your group as representative of your practice as possible and as per our Primary Care Trust's guidance we are looking for a mix of age, sex and varying ethnicity. We still have a vacancy for a man under 50, a parent of young children and a patient from a minority group.

Please inform reception if you would be interested in joining our group and they will pass your details to Michelle (deputy Practice manager) who co-ordinates the group.

DAILY MAIL, Tuesday,
January 3rd 2012.



'There is a good reason why GP receptionists are so grumpy'

There was an interesting article in the Daily mail recently about the stereotypical dragon receptionist, which you may have seen. We have a lovely team of staff and get regular compliments; however, we feel that this article gives a true insight into our receptionists normal working day.

I have attached it to the back page of the newsletter for your interest.

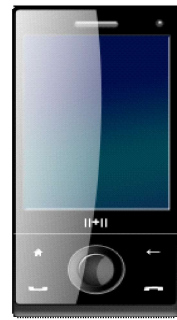
Late Attenders



In order to provide a timely service to all our patients, especially those who have to take time out of work or who have other commitments, we would ask patients to attend at their appointed time, and consider the times of the day when increased traffic may hinder their journey.

If you are unable to attend an appointment, letting the surgery know promptly may free up time to accommodate another patient.

Telephone numbers



We are finding it very hard to keep up to date with our patient's telephone numbers. It is very important that we have your up to date details in case we need to contact you for an urgent matter.

Please make sure you notify us of any new addresses and new telephone numbers, especially mobile phone numbers as these can change on a regular basis.

Many thanks.

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