

Stone Cross, Pevensey Bay and Westham Surgery Newsletter

Volume 1 Issue 1

May 2011

Editors Comments

(Kelly Hartland, Practice Manager)



Welcome to our first edition newsletter.

My aim is to communicate with as many patients as possible in order to improve our service to you.

The staff and I are currently working hard to introduce internet appointment booking and you may have already been asked for your email address so we can arrange this for you and keep you up to date with our newsletters. We aim to go live in June.

We take our patient's comments and suggestions seriously and we have already implemented some of the suggestions made over the past few months. These include a change to the seating arrangement in Stone Cross surgery. Some of our patients felt the seating was not very friendly and they would like to sit opposite someone in the hope of having a nice conversation rather than looking at the back of someone.

Patients have commented on Pevensey Bay's windows and blinds. The partners have paid for these to be replaced.

We have been asked to bring back the magazines, which we have done. Please feel free to take a copy of 'ETC' home with you.

Some of you have requested more nursing services at Pevensey Bay and Westham Surgery. We can now offer wound care and B12 injections at all 3 sites.

Saturday and early morning Dr appointments.



We started these appointments a few years ago for patients who work and find it difficult to attend Monday-Friday. We are aware that some of you are still unaware that we offer these, and so this is a reminder to some and breaking news to others. We have some ground rules in place regarding *early morning and Saturday appointments that you need to be aware of:

1. We can not guarantee which doctor will be on duty each Saturday.
2. The surgery will be open purely for patients who have a pre-booked appointment.
3. You will not be able to receive test results, collect prescriptions, or book appointments on that day.
4. No nurse will be on the premises.

5. Apart from access for patients who have an

appointment, the surgery doors will remain locked.
6. The telephones are not available as all calls go to the out-of-hours service as normal.
7. If you have a Saturday/early appointment it is essential for you to be here on time: if you are running late you will have no way of letting us know as your notifying call will be diverted straight to the out-of-hours service, who in turn have no means of contacting us.

8. The doctor on duty will not be carrying out home visits
9. If you cannot attend your Saturday/early appointment, you must let us know **before we close** on Friday/Mon/Wed
*Alternate Tue/Thur.

Appointments



Are you finding it difficult to get an appointment? Over 80 patients did not attend an appointment with a doctor last month. Please remember to contact us if you can not attend an appointment. If you find it difficult to get through on the telephone and you can give us 24 hours notice you can use our website to notify you no longer need your

appointment.

www.stonecrosssurgery.co.uk.

'contact us'

Repeat Prescriptions Online



We started accepting on-line repeat prescription request some years ago. The service is used by over 680 patients each month and is steadily increasing, but we are hoping that by advertising this in our newsletter we can reach a larger sector of our patients.

If you want to request your prescriptions on line, please visit our website

on: www.stonecrosssurgery.co.uk

Please note we still require 48 hours notice before collecting your prescription.

Ordering Repeats (out of Synchronisation)



You may want to ask your local pharmacist to help you synchronise your medications as this helps reduce your medication requests from several times a month, to just once a month. If you have to order your repeats more than once a month, you would benefit from this.

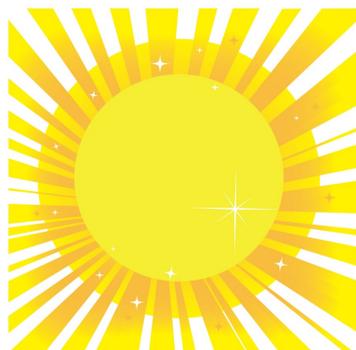
Please see your pharmacist or ask our receptionists to help you.

Dr Harrison



Dr Charlotte Harrison went on maternity leave just before Christmas and had a little girl in January who has been named Emily. Dr Harrison and Emily are doing well. We look forward to welcoming her back in July 2011.

Travel clinic



Travel vaccination clinic at Stone Cross Surgery

Are you planning a last minute holiday this year, or have you already booked?

Don't forget to enquire about holiday vaccinations. The majority of vaccinations are available **FREE of charge on the NHS.**

Please ask reception for a travel questionnaire, or visit www.stonecrosssurgery.co.uk.

When this is completed we will pass this to our travel nurse who will arrange for someone to contact you to

discuss any vaccinations you may require.

Please make sure you give us at least 6 weeks notice.

New staff



We are currently advertising for a new full time **Practice Nurse** to join our team.

We have decided to increase our nursing team to offer our patients more appointments and to enable us to increase our nursing hours at Pevensey Bay and Westham Surgery.

In This Edition

Page 1

Editors Comments

Saturday and early morning appointments

Appointments

Page 2

Repeat Prescriptions Online

Ordering Repeats
(out of Synchronisation)

Dr Harrison

Travel vaccinations
Clinic

New staff