

Stone Cross, Pevensey Bay and Westham Surgery Newsletter

www.stonecrosssurgery.co.uk

Volume 3 Issue 9

August 2013

Editors Comments

(Kelly Hartland, Practice manager)

Welcome to our 9th Newsletter.

I am pleased to inform you that we have a new full time GP joining our partnership in October, who will be taking over Dr Baig's patients. Her name is Dr Sue Tran and she is the sister of our Dr Tim Tran.

We are all looking forward to working with her.

'Googling' Conditions



Our doctors understand that some patients like to 'Google' their own symptoms and conditions. Whilst they do encourage this, and recognise that the internet is a great source of information, not all of the information is accurate and reliable. We, therefore, have a list of useful sites on our website

www.stonecrosssurgery.co.uk

or if you are worried about a condition or seeking advice there are many other options. You can call NHS direct on 111 or there is always us on 761461! Pharmacists can also always help with any minor illnesses or queries with medication.

Doctors off Sick

Occasionally the doctors themselves get ill and have to take time off. This, as you would imagine, causes a lot of disruption within the surgery, especially when they ring in first thing in the morning. This can often result in us having to quickly switch over other GPs clinics to cover, which may mean that patients' appointments get moved too. If an appointment is early in the morning then we may not be able to contact them in time to inform them of the changes, but we will try our best to accommodate them if there are any issues.



Appointments: help us to help you

We understand how difficult getting an appointment can be, and we do sympathise with this. However, an audit we carried out in April and May combined this year showed that over 180 patients did not attend their appointments! We are trying our best to improve our system but please, help us to help you. If you cannot keep your appointment please remember to cancel with as much notice as possible.

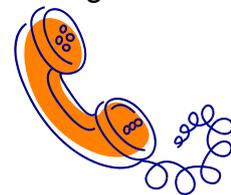
Our phone lines have altered slightly so it is now a lot easier to cancel an appointment; you can leave a message 24 hours a day/7 days a week on 761461.

Waiting times

We have had a number of suggestions regarding our waiting times including queries over whether patients can be notified if there is a wait. We do endeavour to let patients know when they check in, if this is the case, however, if the clinic runs late after check in it is very difficult to notify specific patients.

Our phone system

As some of you may have noticed, our phone lines have changed slightly. We have tweaked them in the hope that we can free up more phone lines, making it easier for you to get through to us.



Suitable Conditions for Using our Minor Injury Clinic

1. Bruises associated with serious pain and/or loss of mobility or function
2. Minor dislocations of fingers

3. Foreign bodies in ears, nostrils etc
4. Foreign bodies in the eyes that have not penetrated
5. Assessment as to whether a recent injury needs stitching
6. Blows to the head where there has been no loss of consciousness



Nomad weekly prescriptions

For all patients who are currently on weekly blister packs from the chemist, we have now changed these all over to monthly, with a few exceptions i.e. if a patient has severe memory problems.

Medication Wastage

There are a lot of medicines wasted every year. Once medication has been dispensed and has left the pharmacy, they are unable to accept it back and send it out to someone else, regardless of whether it is still sealed or not. Please can you remember to tick only what you require for that month as it has come to our attention that some patients are ticking all of their items even when they are not needed, or not ticking anything at all, in which case our staff then think you need everything on repeat so issue medications that are not required.



Good News!

For those of you who are not already aware, Dr Harrison has had another baby girl and named her Lucy Anne. We are expecting Dr Harrison back in February of next year.

Save the dates

Our Flu clinics this year will be held on:

Saturday 5/10/2013 – Stone Cross (8am-1pm)

Saturday 19/10/2013 – Pevensey Bay (8am-12.30pm)

Wednesday 23/10/2013 – Westham (8.30am-12.30pm)

Please try and attend Stone Cross surgery if you are able to as this surgery can accommodate more patients.

These are open flu clinics so there is **no** need to book appointments.

Nurse Specialists



We have two Nurse Specialists available at the surgery, Jo and Hazel. In order for our patients to make full use of them, and to help save appointments with the doctors, a number of conditions Jo and Hazel are able to deal with are listed below;

1. Urine infections
2. Chest infections
3. Sore throats
4. Prescribing of medications such as antibiotics or ones for blood pressure
5. Management of a variety of chronic illnesses such as diabetes or COPD.

6. Problems with hearing, Jo can do referrals to Audiology. If you are unsure about your symptoms and whether or not it would be appropriate for our Nurse Specialists to treat your condition, please do not hesitate to ask one of our receptionists when you are booking the appointment.



Checking in Machine

We now have a self checking in machine at Stone Cross Surgery. We hope that our patients use this machine as it will save patients queuing and allow the receptionist more time to help patients with queries and to deal with administration matters.



In This Edition

Page 1

Editors Comments
'Googling' conditions
Doctors Off Sick
Appointments
Waiting Times
New Phone System
Minor injuries

Page 2

Nomad prescriptions
Medication Wastage
Good news
Save the Dates
Nurse Specialists
Checking in Machine