



Dr Campbell & Partners

SUMMER 2012 NEWSLETTER

Welcome to our Summer Newsletter. With the holiday season upon us, GP's and staff are taking time off with their families whilst we continue to be busy at the surgery. We will be closed on Bank Holiday Monday (27th August) so if you have a medical emergency, please ring 01829 733456 and the recorded message will give you the number to ring in order to reach the GP Out of Hours Service. Please ensure you have an adequate supply of your medication in the run up to the bank holiday.

Tarvin Surgery. We are pleased to say that the refurbishment of our Tarvin Surgery is now complete and hope that patients who have been to Tarvin recently are impressed with the changes.

Our Website: Please take a look at our Website. You will find lots of helpful information about our surgeries and health issues. If you feel there is anything else you would find useful on our website please let us know. Our web address is: www.tarporleygps.gpsurgery.net

Cancelling Appointments: If you don't need your appointment anymore, please remember to cancel it. A quick call to the surgery frees up availability for other patients. From June 2011 to June 2012 a staggering **442** patient appointments were not kept.

Patient Participation Group: We have now had three meetings of our PPG and if you would like more information about this group, please take a look at our website where we have more details.

Goodbye: We were sorry to say goodbye to Lisa Vallance, who has been our Healthcare Assistant for the past 4 years. We wish Lisa all the best in her new job.

Welcome to our new Health Visitor Kerry Morrell. If you are a new patient and have children under the age of 5 please contact Kerry on 01829 733686 to discuss your child's immunisations.

Flu Vaccinations - It's that time of year again!

Please can we remind you that if you suffer from any of the following or are over 65 then it is highly recommended that you have your flu vaccination:-

Chronic heart disease or breathing complaints (including asthma), Chronic Kidney or Liver disease, Diabetes, Lowered immunity due to a disease or treatment such as steroid medication or Cancer treatment or any other serious medical condition.

You should have the flu jab if you are the main carer of an elderly or disabled person whose welfare may be at risk if you fall ill with influenza.



Pneumonia Vaccinations: All patients over 65 years old are eligible for a pneumonia vaccination. This is a single injection which provides lifelong protection.
So if you are 65 or over and have not been vaccinated please book via our receptionists.

Booking Appointments: If your condition is non-urgent you can expect to see a GP within two working days, although you may have to wait longer if you wish to see a particular GP.

If you do not need an appointment within two working days, you also have the option to book up to **four weeks in advance** if this is more convenient for you. Thus appointments are in two categories either 'pre-bookable' up to four weeks ahead or 'available on the day'. The latter are reserved for **urgent cases on the day**. **'Available on the day' appointments cannot be released earlier by the receptionist as this would prevent urgent cases from gaining access.**

EACH PERSON ATTENDING THE SURGERY NEEDS A SEPARATE APPOINTMENT.
If you are **unable to attend** please let us know so that someone else can be offered the appointment.

On –Line Appointments

You can also make your appointments on–line. If you would like to use this service please ask the receptionist for a registration form.

Please note that individual registration is required for each member of a household.

Extended Hours: This is a service for patients who find it difficult to attend the surgery during our core hours. The service is available in various centres around the area and between them they are open Monday –Friday evening and Saturday mornings. To make an appointment telephone 01244 385422

Automated Check-In: The use of the Automated Check-In helps to relieve pressure on the Receptionists who carry out a variety of clerical duties. We would like to encourage patients to use this check in for their appointments. The device is a touch screen: please follow the prompted steps.

Carers Link: Our practice has a 'Carers Link' and we have a 'Carers' information folder in the waiting room which contains plenty of useful help and advice. Please let us know if you are a carer for someone so that we can include this in our records.

Staff Training: Please note the surgery will close at 12.30 for staff training on the following dates:

- Wednesday 8th August 2012
- Thursday 20th September 2012
- Tuesday 16th October 2012
- Thursday 15th November 2012
- Thursday 13th December 2012

If you have a medical emergency whilst the surgery is closed, please phone the surgery number 01829 733456 and your call will be diverted.

