

The Baronscourt News

Volume , Issue

June 2008

Welcome to the Summer 2008 edition of the Baronscourt News

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Public holidays opening times

The surgery will be closed for the Autumn holiday on Monday September 15th 2008.

It may be useful to keep a small supply of paracetamol and other over the counter remedies at home. This may help you cope with common ailments such as simple coughs, colds and sore throats. In the event of a medical emergency please phone NHS 24 on 08454 24 24 24

Protected Learning Afternoon

The next staff protected learning afternoon will be Wednesday June 4th. The Practice will be closed from 12 noon that day.

Do we have your correct information?

Occasionally we may need to contact you and it can be frustrating for both the Practice and its patient if the information we hold on our system is incorrect. If you have moved address and/or changed your phone number recently please inform one of the reception team members or contact us via the website. Twice recently a GP has had to visit a patient unnecessarily about test results because we did not have the correct phone number

Text Messaging

With an estimated 82% of the UK adult population owning a mobile phone, the Baronscourt Surgery is hoping to implement an automated appointment text messaging system, which once fully launched, will be able to reach a significant number of our patients. Text messaging would appear to be an effective way to remind our patients when their next appointment is. It is our aim that patients will automatically receive personalised text reminders with their appointment time approximately 24 hours before their appointment, which will hopefully prompt them to telephone the surgery if they no longer require to be seen. Initially this will be aimed at patients who have double appointments with our Practice Nurses and if successful will be rolled out to the doctor consultations. However for this to be successful we would appreciate if you could contact us with an up to date mobile number. This will hopefully help reduce missed appointments while enhancing patient access and allowing for appointments previously wasted to be made available again reducing patient waiting time for appointments.

Extended Hours

You may have come across press coverage of the Government's plans asking GPs to extend their hours. The Baronscourt Surgery's opening hours are 8am-6pm Monday-Friday closing over lunchtime from 12.30-1.30pm every day except Wednesdays when we close from 12-1.30pm and at present we have decided not to extend our opening hours.

We do not feel that the proposed extended service would benefit our patients; most patients who are ill and require a Doctor are able to come to the Surgery during our opening hours. The extended hours are not normal hours and this would raise the following issues for our patients:

- No access to our Practice nurses or other members of our Practice team, as they would not be working the extended hours.

- Problems with blood tests – very few samples survive refrigeration overnight in the Practice and there would be no lab service.
- No diagnostic tests such as x-rays, as these services are not available in the evening or weekends
- Fears over security for patients and Doctors as, at best there would be a skeleton staff. The Government expects only a Doctor to be in attendance!
- No guarantee of getting an appointment in the evening or at weekends as they cannot be reserved for those who can only attend at these times (i.e. those who work during the day).
- Need to come back during the normal working day anyway if they need diagnostic testing.

It is important to note that these proposed evening and weekend appointments will be for pre-booked appointments only and not available for walk in or emergencies. If patients need to see a doctor or nurse at these times, but have not booked an appointment in advance, they would still need to call NHS 24 as they will not be able to phone directly to the Practice and would have to be turned away if they turned up without an appointment at the door

How can we help you

Improving how you are able to access our services is important and so is being directed to the right person. It can be frustrating when you have made an appointment to find that something could have just as easily been dealt with over the telephone or by handing something in to reception. So to help you in identifying who the best person is that you should take your problem to, the following information will hopefully be of some assistance and will allow you to make more efficient use of your time and make our services more accessible.

The reception team:

- Repeat prescription requests
- To hand your form to be completed for: holiday cancellations, private medical insurances, passport/driving license (is a

fee attached to these services but the reception staff will advise you)

- If you need to book an appointment
- Test results there

The Doctors:

- New medical problems
- Review of medical problems as requested by Doctor
- Review of medication (except Asthma/COPD)
- New prescription requests

Healthcare Assistant:

- Blood pressure checks
- Blood tests authorised by the Doctor

Practice Nurses:

- Smears
- Contraceptive pill checks
- Removal of stitches
- Dressing of wounds
- Asthma Reviews
- Chronic Disease Management – Diabetes, Coronary Heart Disease and Hypertension
- Basic Holiday Advice

Staff updates

Dr Hala Gammoh, our GP trainee for 2006/07 will be returning from maternity leave on June 30th until approximately September 2008 to finish her trainee year as Dr Gammoh returns Dr Linda Watson will be leaving us to start her maternity leave at the beginning of August

We would like to welcome Mary Cowan to the Health Visiting Team. Mary has taken on the full time post of Health Visitor here at Baronscourt and will work alongside Mandy Calder, Staff Nurse and Emma Young, Nursery Nurse. We are also fortunate enough to have Lisa Miller who will continue to be based here part time while Fiona Lindsay is still on maternity leave.