

PRACTICE PAGES

Copies of this newsletter are available at reception on request



LEAVERS & CHANGES to STAFF

We bid farewell to one of our Advanced Nurse Practitioner, Emma, who has recently relocated. Also to Jessie from our admin team who has secured a position with a private hospital. We wish them both every success in their new roles.



Dr Hastings has returned from maternity leave and will be working every Monday, Wednesday and Friday.

Dr Jackson started her Maternity leave on 9th May; we will let you know when baby arrives!! Her sessions will be covered, from the 1st June, by Dr Knight who was one of our trainers and is now a fully qualified General Practitioner .

Have you been to Hospital?

When you are discharged from hospital or you have attended an Outpatient Clinic it is the responsibility of your consultant to:

- Issue enough medication to last you 2 weeks or the length of a 'course';
- Discuss any medication issued including purpose, side effects and how to take them;
- Issue any fit note required;
- Ensure you are informed of results and follow-up required;
- Deal with any queries regarding your condition/follow up;
- Issue a discharge letter and send a copy to the GP(this may not be immediate);
- Issue any equipment required and discuss use/return;

In the case of any query following discharge from a ward you should call the ward you have been on for general advice, the main switchboard is 01925 635911. If you have a query about your medication you should call the Pharmacy Medicines Hotline on 01925 662238 (Mon – Fri, 9am to 5pm).

Your General Practitioner will have referred you to Secondary Care for Specialist advice/treatment and as such cannot answer queries on decisions/treatment/investigations decided on by the Specialist.

Patient Survey

We have recently asked patients to participate in an in-house survey. Thanks to all those who were kind enough to take part. The questionnaires will be collated, discussed with the PPG and a report published in due course

Kay

Kay has been with us for over 15 years and is a very experienced member of the team, being skilled in most areas of the office.

Her 'speciality' is the secretarial aspect and is a mine of knowledge when it comes to referrals and hospital queries.

She can always be relied on to 'go the extra mile' on behalf of the patients and is extremely caring and thorough.

Charges for Non-NHS Services

Some services provided by the GP are **not** covered under our contract with the NHS and are carried out after surgery hours in the GPs own time, therefore attracting charges. Examples include the following:

- **Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)**
- **Insurance claim forms**
- **Private sick notes**
- **Vaccination certificates**
- **Letters for**

The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

In order to complete any form, or provide a letter the GP must first go through the paper and computerised medical record, hospital letters, medication etc to ascertain that the information they are providing is accurate and current.

Patients should not make a surgery appointment for these; this wastes valuable GP time as surgery appointments are for patients who are ill. Requests for these must be made via reception/insurance clerk. Often the doctor can complete such requests without the need to be seen. However, if the doctor does need to see the patient he/she will ask a clerk to make the arrangements outside surgery times.

Awareness Dates for your diary:

- May – Action on Stroke Month <https://www.stroke.org.uk>
- May 22nd – Childrens Hospice week <http://www.togetherforshortlives.org.uk>
- June 12th – Carers Week <http://www.carersweek.org>
- June 9th – Heart Foundation Wear It Beat It Day <https://wearitbeatit.bhf.org.uk>
- June 12th – Diabetes Awareness Week https://www.diabetes.org.uk/Get_involved/Diabetes-Week
- June 20th – National Breastfeeding Week
- June 24th - Armed Forces Day <https://www.armedforcesday.org.uk>

REFURBISHMENT WORK

THE IMPROVEMENT WORK IS NOW ALMOST COMPLETE AND HAS INCLUDED:

- NEW SINKS/PLUMBING IN ALL CONSULTING ROOMS;
- NEW TOILETS IN PUBLIC AREAS;
- NEW ELECTRIC DOORS AT BOTH THE FRONT AND BACK ENTRANCES;
- NEW SEATING IN THE WAITING AREA;
- UPGRADES/ALTERATIONS TO THE TREATMENT ROOM

WE THANK EVERYONE FOR THEIR PATIENCE DURING THE WORK AND HOPE IT HAS NOT BEEN TOO DISRUPTIVE DURING YOUR VISIT.

How to contact your Practice: By Phone: 01925 725644 By Fax: 01925 791017
Visit us on the Internet: www.penkethhealthcentre.co.uk