

# Colwall Surgery

## Summer Newsletter June 2011



### New Doctor!

We are delighted to announce the appointment of a new Doctor to the Surgery. Dr Sarah Newey will be joining us on the 1<sup>st</sup> September 2011 and will be working six sessions split over four days a week. Dr Newey has a wide range of clinical experience which includes previous work in General Practice; Clinical Assistant and Advisor in Respiratory Medicine at Worcester Royal Hospital; Community Based Elderly Care; Obstetrics & Gynaecology; and assessing new GPs. We are sure that you will welcome Dr Newey to Colwall and we look forward to working with her.

### Telephone Consultations with a GP

Telephone consultations can be a good means of communication with a patient to supplement the traditional surgery consultation. They are often a much quicker method of dealing with basic issues and for the GP they represent the means by which a consultation may be quick and concise.

To request a telephone consultation, please ring the surgery and ask the receptionist to record that you would like a call from the GP. Telephone consultations are allocated to the end of morning surgery only and will be dealt with by the Duty Doctor. Therefore, please ensure this request is made by 11.30 in the morning. Requests received in the afternoon for a phone call will be done the next day, unless it is very urgent. Please be advised that the Receptionists will ask for a reason for the telephone consultation and the Doctor will only try to telephone once, due to high demand. Your assistance with this is very much appreciated.

### PRESCRIPTION REQUESTS

We do endeavour to complete repeat prescriptions as soon as possible, though it can take two working days. Please take this into account and allow up to 48 hours for your repeat prescription to be ready when requesting your medication. We sometimes get up to 100 requests a day therefore it is not always possible to get a prescription done the same day.

All requests need to be made in writing by either putting the request into the box provided in our reception area, posting to us or you can email. If you haven't signed up for email please ask our receptionist for a form

### DID YOU KNOW ?.....

That during the month of March we had **18** missed appointments with the Doctors and Nurses. This equates to 3 hours of clinical time wasted. We would ask that you please let us know if you cannot make an appointment even if its on the day your due to come in as we can often fill appointments at the last minute.



### USE OUR WEBSITE

You can use our website to:

1. Update us with your contact details
2. Take part in our Questionnaire
3. Cancel appointments
4. Make comments and suggestions
5. Find out what services the surgery can offer
6. Find links to other websites and organisations

[www.colwallsurgery.co.uk](http://www.colwallsurgery.co.uk)

### REPEAT PRESCRIPTIONS

You can also request repeat prescription via our email. Please ask one of our receptionist for a form if you would like to use this service.

## NHS Abdominal Aortic Aneurysm (AAA) Screening Programme

This programme is being introduced gradually across England offering men ultrasound screening in their 65<sup>th</sup> year and it has been demonstrated it reduces the rate of premature death from ruptured AAA by up to 50 per cent.

Men are automatically invited for screening locally in the year they turn 65. However, men can self refer if they are over 65. An invitation will be sent to have a scan probably at Malvern Community Hospital.

### Risk Factors

- Main risk factor is age and being male; 95 per cent of ruptured AAA occur in men over 65
- It is six times more common in men than women

Risk is increased by smoking; high blood pressure or through close family history

For more information or to self refer, please contact the Screening Co-ordinator or discuss it with your GP:

**Tracey Bayliss, Abdominal Aortic Aneurysm (AAA),  
Screening Programme Manager,  
Hereford and Worcester  
Tel. No: 01905 733830**

**Are you 40 and over a smoker or ex-smoker and suffering from breathlessness. If so please make an appointment to see our practice nurse.**

### BREAST SCREENING

The breast screening program will be in Malvern Community Hospital Car Park during June 2011. All women aged between 50 and 70 will be invited to attend for mammography. Appointments will be available Monday to Friday from 9.36 am until 3.09pm.

If you have any queries please feel free to contact:

**The Breast Screening Office on 01527 488055**

### USEFUL CONTACTS:

**Colwall Surgery: Phone: 01684 540323**

Fax: 01684 540805

### Primecare Out of Hours:

0330 123 9309

### Hospitals:

Hereford: 01432 355444

Worcester: 01905 763333

Malvern: 01684 612600

Ledbury: 01531 632488

### District Nurses

01684 541047

**NHS Direct: 0845 4647**

### Websites:

[www.herefordshire.nhs.uk](http://www.herefordshire.nhs.uk)

[www.colwallsurgery.co.uk](http://www.colwallsurgery.co.uk)

### National Carers Week - 13th - 19th June 2011

"The True Face of Carers"

Herefordshire Carers Support (HCS) have organised a full week of events and activities to highlight the role of Carers in the county and to give them the recognition they deserve. With over 3,000 carers registered with HCS and probably another 17,000 in the county carers are a hidden army which nationally saves the country billions of pounds a year. (Latest estimate released from Carers UK based on research from University of Leeds is that Carers contributing a staggering £119 billion every year which outstrips the NHS at 98.9 billion). Carers Week is designed to both draw attention to the work they do and, at the same time give them the recognition they deserve and the relaxation they need.

Please visit Herefordshire Carers website for full details of events and how to register [www.herefordshirecarerssupport.org](http://www.herefordshirecarerssupport.org) or tel: 01432 356068  
You can also visit Worcestershire carers website [www.carersworcs.org.uk](http://www.carersworcs.org.uk) or tel: 01905 26500

If you are a carer and, if you haven't done so already, please fill in one of the surgery forms to let us know. These are available at reception.