

Colwall Surgery

Autumn Newsletter September 2011



Welcome to Our New GP Team

We are delighted to tell you that from the 1st September we will have a complete team of GPs working at the Surgery. They are: Dr Jonathan Pearce (who you are all familiar with); Dr Sarah Newey (our new Doctor) and Dr Alex Brennan (who has already worked here for six months). We have been managing with Locum GPs for six months, since the retirement of Dr Smith, and they have continued to deliver an excellent service to our patients and we appreciate your patience during this time. However, from September there will be three GPs offering a wider range of expertise and services, which includes: Contraceptive Services; Specialist Respiratory care; Minor Surgery and Diabetes. The GPs will complement the work of the Practice Nurses and as a Clinical Team, they will work together and strive to care for our patients for longer, rather than refer on to other Doctors or Specialists. We hope that you find the new team to be helpful and caring and would welcome any suggestions or commendations that you may have. Please find over the page an up to date schedule of our clinics for both Doctors and Nurses. We will continue to have a variety of appointments and these include: urgent on the day appointments (if you need to see a doctor within 48 hours); pre-bookable appointments (for follow-up and review) and early worker appointments (for people who work). We would ask you to please endeavour to use the appointment system correctly to help us treat patients according to their need on a daily basis and avoid any disappointment.

Patient Focus Group

We would like to set up a group in order to hear your views, opinions, and any suggestions that you may have that would help us improve the service that we give. If you would be interested in participating in a Patient Focus Group, please either write a letter or email the surgery with your contact details. The contact details can be found at the bottom of this page. We look forward to hearing from you.

Flu Clinic 8th October 2011

Our annual flu clinic will be on Saturday the 8th October 2011 at the Colwall Park Hotel from 10am until 12.30pm. As usual we are not making appointments, but would ask where your surname corresponds with the times given below that you attend at that time. Adhering to these times ensures a swift service and helps to prevent patients having to wait a long time for their flu jab. Please do not telephone the surgery to make your appointment.

A—F 10.00—10.30

G—M 10.30—11.00

N—S 11.00—11.30

T—Z 11.30—12.00

We strongly recommend that you have a seasonal flu vaccination if you are: over 65 years of age; or under 5 years of age and considered to be 'at risk' for example if you have: diabetes; asthma; chronic pulmonary Disease; a neurological disease; or are immuno-suppressed. If you think you may fall into this category, but are unsure, please seek advice from the Surgery.

DID YOU KNOW ?.....

....that during the months of June, July and August we had **64** missed appointments. This equates to 6 hours & 40 minutes of clinical time wasted. We would ask that you please let us know if you cannot make an appointment, even if it is on the day that you are due to come in, as we can often fill appointments at the last minute.

Pneumococcal Vaccination Clinic

The next clinic will be on the 21st September for patients to have a pneumococcal vaccinations. The Department of Health recommends that all patients over 65 or under 65 and at risk who haven't had a pneumococcal vaccination before should be offered the opportunity to have one. The Pneumococcal infection can cause disease such as pneumonia, septicaemia and meningitis.

Colwall Surgery, Stone Drive, Colwall, Malvern, WR13 6QJ

Tel: 01684 540323 www.colwallsurgery.co.uk Colwall.surgery@nhs.net

NEW SURGERY TIMES
Effective from 1st September 2011

	Dr Jonathan Pearce (m)	Dr Sarah Newey (f)	Dr Alex Brennan (f)	Lesley Barratt – Practice Nurse	Heather Johnson— Practice Nurse	Lisa Preece— Healthcare Assistant
MONDAY	AM 7:30—8:00 App.ts (worker only) 9:00-12.00 Appointments PM 3:30-4:30 Appointments	9:00-12.00 Appointments 4:30 - 6:00 Appointments		9:00—2:00 Clinic App.ts	OFF	08:30 - 1:30
TUESDAY	AM OFF PM OFF	9:00-12.00 Appointments OFF	9:00-12.00 Appointments 4:30-6:00 Appointments	9:00-1:00 Clinic App.ts 1:30-5:00	OFF	08:30 - 1:30
WEDNESDAY	AM 7:30—8:00 App.ts (worker only) 09.00-11:30 Appointments PM 4:30-6:00 Appointments	9:00-12.00 Appointments OFF		9:00—10.30 Diabetic Clinic 10.30—11.30 Clinic app.ts 11.30-12.30 Baby Imms Clinic	9:00—11.30 Clinic App.ts 11.30-12.30 Baby Imms Clinic	OFF
THURSDAY	AM 9:00-10.00 Minor Surgery 10:00-12.00 Appointments PM 4:30 - 6:00 Appointments	OFF		OFF	10:00—1:00 Clinic App.ts 1:30—6:00 Asthma / COPD Clinic	9:00 - 2:00
FRIDAY	AM 9:00-12.00 Appointments PM 4:30-6:00 (alternate weeks) Appointments / Private Medicals	9:00-12.00 Appointments 4:30-6:00 (alternate weeks) Appointments / Private Medicals		OFF	9:00—1:00 Clinic App.ts	OFF

Fees and Charges

From the 1st July 2011 we have revised our charges for either a Doctor's signature or information regarding a patient's health. If you have any queries, please ask at reception. The charges include any form, or document, that require a doctor's signature, and Private Prescriptions. These charges are necessary to cover administration costs. Please note we do not have the facility to accept card payments, so would ask that you bring a cheque

Get Smoking Advice And Support To Stop Smoking

Both our Practice Nurses are qualified Smoking Cessation Advisers who can give advice, support and help motivate you to stop smoking. Also, they can prescribe smoking cessation treatments such as Nicotine Replacement Therapy. Please book a double appointment for your first stop smoking session with the practice nurse.

Alternatively you can visit the NHS website where there is help and advice available www.smokefree.nhs.uk or you can call the NHS Free Smoking Helpline: 0800 022 4 332 Mon to Fri 9am to 8pm, Sat and Sun 11am to 5pm.

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