

# Autumn Newsletter

## September 2012

Dr Jonathan Pearce

Dr Sarah Newey

Dr Alex Brennan

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

### Explaining our Roles

#### Doctors

##### Dr Pearce

Dr Pearce is in surgery 4 days a week on Mondays, Wednesdays, Thursdays and Fridays. Like all our doctors he has some pre-bookable appointments available in advance. The remaining appointments are kept back to be used for emergency on the day appointments.

As well as his normal surgery, Dr Pearce also does Minor Surgery on things such as verrucas, moles etc. In the first instance please book a routine appointment with one of the doctors.

##### Dr Newey

Dr Newey is in surgery four days a week on: Mondays, Tuesdays & Wednesdays (morning only); and Fridays. Dr Newey specialises in Respiratory, Asthma and Care of the Elderly.

##### Dr Brennan

Dr Brennan is in surgery on Tuesdays. Dr Brennan specialises in: family planning and is able to fit or remove implants & coils. Please book a routine appointment in advance if you would like to discuss family planning with her. Dr Brennan also does Minor Surgery.

#### Practice Nurses

**Lesley Barratt** - specialises in diabetes

**Heather Johnson** - specialises in: asthma and COPD; leg ulcers

As well as routine appointments for dressings, ear syringes, travel vaccinations,

#### Health Care Assistant

**Lisa Preece** is our Health Care Assistant who specialises in phlebotomy; ECG's; Health Checks; Blood Pressures; and New Patient Health Checks.

#### Receptionists / Secretaries

We are a small surgery and our Receptionists / Secretaries are able to do a variety of tasks, besides booking appointments and answering telephone queries. On a daily basis our Administration team will be issuing prescriptions, sorting and scanning post into patient records, registering new patients, sorting new patients notes, making up appointments on screen, booking locum doctors, invoicing, obtaining results from the hospitals and typing letters. They do a very varied role and our administration staff have limited time available to them. This is why they often do not have the time available to contact hospitals to chase for appointments and we will ask patients to do this directly.

### Flu Clinic Wednesday 7th November 2012

**Our next flu clinic will be on Wednesday 7th November 2012 at the Surgery.**

**We are making appointments, so please telephone the surgery to book yourself in for a flu jab.**

We strongly recommend that you have a seasonal flu vaccination if you are:

- over 65 years of age;
- under 65 years of age and considered to be 'at risk'  
e.g. diabetes; asthma; chronic pulmonary Disease; a neurological disease; or are immuno-suppressed.
- Or a registered carer looking after someone else.
- Pregnant

If you are unsure, please seek advice from the Surgery or pick up one of the advice leaflets.

**Alternatively, if you are seeing a Doctor or a Nurse at the Surgery for an appointment, please take the opportunity to ask if you can have a flu jab.**

**Having a flu jab whilst seeing the Doctor or Nurse will mean that you won't have to come back for it on a different occasion .**

### Wasted Appointments for the Doctors and Nurses

Throughout December, January, February and March, despite having booked them, there were **260** appointments not used by patients. This figure amounts to over **43 hours** of clinical time wasted. If you are unable to attend an appointment you have booked with either the Doctor or a Nurse please telephone the surgery to cancel it as we are often able to fill these appointments at very short notice.



### Did You Know.....

- It is important to update your details with the surgery if you change your: address; telephone number; mobile phone number name; or email address. Keeping your details up to date helps us be able to contact you if we need to.
- You can order repeat prescriptions by email. Just ask for a form at Reception

## Ordering a Repeat Prescription

There are several ways you can order a repeat prescription from the Surgery:

1. Complete the repeat prescription slip that lists your medication (given to you when you collect your medication) & either leave it at the Surgery in the box supplied or give it to Colwall Pharmacy who will deliver it to us.
2. Complete one of our Repeat Medication Request Forms held at the Surgery.
3. Email your request using our online service, please ask at Reception for a Form.
4. Post the repeat slip to us with a stamped addressed envelope & we can return it to you by post.

5. Fax your request to us on 01684 540805

We cannot take requests over the phone in case there are any mistakes made.

Please always indicate where you would like the prescription to go or if it should be held at the Surgery. Failure to do this means that we keep the prescription here for safe keeping and this may cause you an inconvenience. We do try our best to accommodate your requests wherever possible, but sometimes, it is not always possible. Please allow 48 hours for any prescription to be ready.

Please ask one of the Receptionists which Pharmacies collect prescriptions from us or if you have any other queries.

## Accident & Emergency (A&E)

The primary function of any A&E is to save lives, whether it be from a serious injury or a life threatening disease. Our A&E departments are very busy, and we can help reduce this by only going to A&E when it is absolutely necessary.

**You should call 999 if you, or somebody, else needs emergency care fast such as:**

- Loss of consciousness
- Acute confused state
- Fits that are not stopping
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped

**When is it appropriate to use A&E?**

- You have chest pain
- You suspect you have a broken bone
- You need treatment for something that is not life threatening which can't be dealt with elsewhere.

**When is it NOT appropriate to use A&E?**

- When you can't get an appointment with your GP
- When you think you might need antibiotics or other forms of medication that you use regularly.

**Where else can access Medical Care that is not life threatening?**

- NHS Direct (available 24 hours a day) can give health information & advice. Telephone Number 08 45 46 47
- NHS Choices website can put you in touch with local services. <http://NHS Choices: Your Health, Your Choice>
- Walk-in-Centres are available to offer a range of treatments every day including the weekends & outside of normal office hours. They can: give health advice; emergency contraception; treatment for minor ailments & infections.
- Minor Injury Units (available 24 hours a day) can give urgent care for things such as: cuts; sprains; minor burns.
- Pharmacies can offer advice for: Minor Ailments; Medicinal advice; Allergies; Bites & Stings; Coughs & Colds; and much more.

**PLEASE THINK BEFORE YOU GO TO A&E IF AN ALTERNATIVE SERVICE MIGHT BE BETTER FOR YOUR PROBLEM.**

## Welcome to our Community Psychiatric Nurse.

Mary Woodward is joining us in September and will be able to assist the GPs with anyone who Mental Health Issues in the community. Mary will be able to do short term interventions, assessments and sign-post on to other services if appropriate. If you feel that you would like to see Mary Please discuss it with a GP first.

## QUICK CONTACT GUIDE

**Colwall Surgery:** 01684 540323

**Out of Hours:** 0330 123 9309

**NHS Direct:** 08 45 46 47

**District Nurses Team:** 01531 638414

### Minor Injuries Unit (MIU)

Ledbury: 01531 632488

Malvern: 01684 612619

### Walk-in-Centre

Hereford (Asda): 0330 123 9309

Worcester: 01905 879100

### Hospitals:

Alexandra Hospital Redditch: 01527 503030

Gloucester Royal Hospital: 01452 528555

Hereford:County Hospital: 01432 355444

Ledbury Community Hospital: 01531 632488

Malvern Hospital: 01684 612619

Worcester Royal Hospital: 01905 763333

### Dental Access Units:

Gaol St Clinic Hereford: 01432 378920

Malvern: 01684 612754

Worcester: 01905 724633

**NHS Herefordshire:** 01432 344344

**NHS Worcestershire:** 01905 760000

**Local Access Point:** 01432 347690

### (Adult Social Care; Intermediate Care & Reablement; Adaptation Occupational Therapy)

### Other Useful Numbers:

Age Concern (Ledbury): 01531 631280

Age Concern (Worcester): 0800 008 6077

Carers UK Helpline: 0808 808 7777

Herefordshire Carers Support: 01432 356068

Worcestershire Carers Unit: 0800 389 2896

Colwall Care Scheme: 01684 540196

Dial-a-Ride (Ledbury): 01531 635503

Dial-a-Ride (Malvern): 01684 891121