
Colwall Surgery

Winter Newsletter February 2011

Dr N Smith Retirement

After many years as our senior partner at Colwall Surgery we are sad to announce the retirement of Dr Nicky Smith. She will be leaving us at the end of March 2011. Dr Smith has been with the surgery since 1979, seeing many NHS changes through that time. We are sure she will miss the newest challenge of 'Shaping the future of the NHS'.

Following Dr Smith's retirement, we will be joined by Dr A Brennan, who will be taking a morning and afternoon surgery every Tuesday. Dr Brennan also works at Cradley Doctors Surgery and is a regular locum doctor for us. Dr Brennan is a lady doctor who specializes in antenatal/postnatal, sexual health and coil fittings

We are currently recruiting for another Doctor to join the practice. As soon as a replacement has been found we will update you in the newsletter.



Did You Know....

That you can see one of our nurses in the surgery who is trained to help you to stop smoking? Please ask our reception staff who will be happy to book an appointment for you.

Visit Our Website ...

We now have our own website, where you can update us with your contact details, cancel appointments, find out about what services the surgery can offer, and find links to other websites and organisations.

We also now have the facility to accept repeat prescription requests via email. If you would like to use this facility please ask one of our reception staff for a registration form. Once this has been completed and returned you will receive a confirmation email enabling you to then send your request via email.

CARERS - Do you look after someone who is ill, frail, disabled or mentally ill?

If 'yes' you are a carer and we would like to support you.

Please ask one of our receptionists for a form to complete telling us that you are a carer and who you care for.

If you are agreeable, we can pass your details onto Herefordshire Carers Support or Worcestershire Association for Carers, which are countywide organisations providing relevant information advice and local support services for carers.

We could also refer you, with your permission, to have your needs assessed by Adult Care Services. A Carers Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It can also look at the needs of the person you care for.

As a carer, you are also entitled to a 'flu jab', so please do make an appointment with the nurse.

OVARIAN CANCER AWARENESS

Every year, 6,800 women are diagnosed with ovarian cancer. If caught early, treatment can be very successful.

Diagnosis can be difficult because symptoms are often similar to those caused by more common, less serious conditions. If you have any of the following symptoms, it is unlikely that they are caused by a serious problem, but it is important that you discuss them with your doctor and ask if they have considered ovarian cancer. In particular, you should ask your GP whether ovarian cancer should be considered if you experience any of these three symptoms on most days:

- Persistent pelvic and stomach pain
- Increased abdominal size / persistent bloating - not bloating that comes and goes
- Difficulty eating and feeling full quickly

Occasionally other symptoms such as urinary symptoms, changes in bowel habit, extreme fatigue or back pain may also be experienced on their own or at the same time as those listed above.

Missed Appointments

The surgery understands that it can sometimes be difficult for patients to attend their appointments especially in winter when the weather is unpredictable. If you are unable to attend an appointment please could you phone the surgery to let us know as we are often able to fill appointments at short notice for patients with urgent problems.

We would also like to remind patients to attend for appointments on time, as attending late for an appointment may result in this needing to be rescheduled.

Appointments

We would like to take this opportunity to clarify our appointment system.

Should you require a routine appointment with the Doctor for a review about your ongoing medical condition. you can book these appointments up to 4 weeks in advance. This also applies for nurses appointments when, for example, you have been discharged from hospital and require removal of stitches or change of dressing. In order to obtain a suitable appointment in advance it is advisable to book the appointment as soon as possible.

We also have a small number of pre-bookable appointments available each morning and evening for patients who are at work. Again these appointments can be booked up to 4 weeks in advance.

Finally we have urgent appointments available each morning. These appointments can only be booked from 8.30am as they are for patients who feel they need to be seen that day. We ask that you telephone for these appointments.

Should all of the appointments have gone and you require an urgent appointment that day then our receptionists will take the details of your symptoms and pass this onto the doctor who will make an assessment. Following an assessment, the Doctor will treat accordingly.

CONTACTS

Colwall Surgery:
Phone: 01684 540323
Fax: 01684 540805

Out of Hours:
0330 1239309

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
www.colwallsurgery.co.uk



Did You Know.....

Antibiotics will not cure a cold or flu as these are viral illnesses.

Antibiotics are only effective against bacteria.

INSIDE STORY HEADLINE

This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful con-

tent to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find "filler" articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter

to a Web publication. So, when you're finished writing your newsletter, convert it to a Web site and post it.



Caption describing picture or graphic.

INSIDE STORY HEADLINE

This story can fit 100-150 words.

The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed internally, you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an edito-

rial. You can also profile new employees or top customers or vendors.

"To catch the reader's attention, place an interesting sentence or quote from the story here."

INSIDE STORY HEADLINE

This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you're trying to convey. Avoid

selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.



Caption describing picture or graphic.

Colwall Surgery

Colwall Surgery
Stone Drive
Colwall
WR13 6QJ

Phone: 01684 540323
Fax: 01684 540805
E-mail: colwall.surgery@nhs.net

We're on the Web!
example.microsoft.com

Your business tag line here.



This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.

BACK PAGE STORY HEADLINE

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a good way to give your

newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity auction.

If space is available, this is a

good place to insert a clip art image or some other graphic.



Caption describing picture or graphic.