

COTGRAVE SURGERY

NEWSLETTER

WINTER 2012/13



New Partner at Cotgrave Surgery

Dr Richard Stratton joined the practice on August 1, 2012. Richard is a graduate of the University of Nottingham and has lived and worked in the area for 11 years. Before becoming a doctor he worked as a pharmacist and retail manager with Boots, so comes into medicine and general practice with great experience of the outside world. On joining the practice he said "I look forward to contributing to the health and well-being of the people of Cotgrave over the coming years. I'm joining a strong, experienced team of partners and a passionate and enthusiastic support team. I hope that patients will find me approachable and caring."

We now have a total of five partners at the Cotgrave surgery. We hope this bring some stability and choice for patients.

New Practice Manager

Jon Hermon joined us as our new Practice Manager in November. He's been settling in well, getting to know everyone and is looking forward to working with the team at Cotgrave as well as at our other surgeries in Bingham and Cropwell Bishop. Jon has an strong business background having spent the past 15 years working within industry and education. For the past five years he has worked very closely with the public sector and the caring professions. He is excited about the opportunity to continue to do so within the healthcare sector, especially in a position where he can make a real difference to patient's experiences.

Appointment Booking

Please be aware that routine appointments are for non urgent symptoms and can be booked well in advance. We need patient co-operation when booking appointments for symptoms that do not need to be seen the same day. Please leave "on-the-day" appointments for patients who **really need** them. By doing this you will not only help us as GPs but also those patients who are really ill. For urgent appointments please ring be-

tween 8.30am and 9.00am. For all other enquiries please ring after 09.30am when the phone lines are less busy. If ringing for results of tests please ring after lunch.

Also please be aware that our Practice Nurses are available for routine symptoms, e.g., sore throat, ear-ache, conjunctivitis, pill checks, travel vaccinations, baby vaccinations and rashes. They are available for the treatment of minor illnesses by routine appointment. Please note that the treatment of head lice, thread worms etc. are not deemed as urgent. Over-the-counter remedies are available from your local pharmacy.

Appointment Arrivals Board

We have recently had installed an "Arrivals Board". This will enable patients to book in for their surgery appointment electronically thereby leaving reception staff to carry out other administrative duties. In the first instance there will be a "meet and greet" system where one of our staff will guide patients through the system until patients are familiar with it.

Home Visits

Home visits are for patients who are really ill and cannot manage to come to the surgery. All home visit requests will be discussed with a doctor to determine their urgency and appropriateness.

Repeat Prescriptions

Did you know that you can order regular prescriptions online to save you putting in your repeat slip? You can do this via our website www.belvoirhealthgroup.co.uk. You can also take your prescriptions to the chemist on the precinct and they will bring it to us and dispense your medication for you. Please remember to collect your prescription from the chemist if you use this system. Please only order those medications you need.

Patient Participation Group

Do you want to improve health and health services in your community?

Would you like an opportunity to have a voice and get involved in the way your health service is run?

Would you like to be involved in shaping and delivering new and exciting services?

If you have answered yes to any of the above questions then you may be the right person to join our new Practice Patient Participation Group.

Let us hear about your experiences, views and ideas for making services better. We are looking for people of all ages and backgrounds who are enthusiastic about influencing and improving the way local healthcare is delivered. If you are interested, please ask for a Practice Patient Participation Group application form or leave your details at Reception.

If you have any questions or queries please do not hesitate to contact Reception or the Surgery Manager who will put you in touch with the PPG.

The practice is carrying out a survey on the 7-11 January 2013. Patients will be invited to complete a questionnaire on the standard of services provided by the practice.

Change of Details

Have you moved house recently or changed your telephone details? If so please let us know as soon as you can. This enables our records to be kept up to date and should you be referred then the hospital will be able to get hold of you should they need to. Please note that if you are referred and they do contact you they will not leave messages because of the Data Protection Act.

Behind the Scenes: A look at the workings of our Health Centre

In this newsletter Michelle Denham & Keeley Shore will provide a brief insight as to what

their role entails within the Cotgrave Practice.

Michelle Denham has worked for the Practice for 12 years. Many of you see Michelle on Reception in the mornings. Michelle's role is not only Receptionist but her role also entails all our insurance requests for patients, blood test cards, reception duties, new patient note summaries, prescriptions that are requested via the internet and on the telephone. She ensures that the GP's are given all insurance letters so that they can respond to insurance companies on behalf of our patients. She deals with all the incoming post and also scans letters onto patient records so that they are kept up-to-date. She also prepares all the Health Care Assistant blood test appointments so that they are kept up to date and are ready for all our Health Care Assistant on the correct day. Michelle's role is both varied and interesting and no day is ever the same.

Keeley has worked at the practice for 6 years. Her role involves reception duties, scanning, patient deductions which involves sending patient notes back to the Health Authority when a patient has moved out of our catchment area. She also monitors payments for any private work that the GP's undertake. As with all our staff Michelle and Keeley are both valued members of our team.

Temporary Health Care Assistant

Currently we have a temporary Health Care Assistant at the practice by the name of Suzanne. Suzanne's roles involves phlebotomy, blood pressure reading and ear irrigation etc.

Temporary Phlebotomist

We also have a temporary phlebotomist at present by the name of Norman Doubleday. Norman has a previous background in nursing.

Flu Jab

Patients who have been invited for flu vaccinations and have not yet booked their appointment are encouraged to contact the surgery to arrange for this to be carried out with our Health Care Assistant.