

SUMMER 2010

Barns Medical Practice

A Fond Farewell

After 37 years with the practice Dr Niblock will be retiring at the end of October this year. We are sure you will all join with us in wishing him a very long and happy retirement.

Preferred Pharmacy

Half the Practice population takes repeat medication. Of these, 38% have signed up to have their prescriptions sent to their preferred pharmacy. We have been advocating this scheme for some time now and it is very successful. With the car park closure we anticipate many more patients using this scheme for their prescriptions.

Benefits of the prescription collection service offered by most pharmacies include not having to queue in the surgery and then again at the pharmacy. Your medication will be ready for you to collect direct from the pharmacy.

If you would like to sign up to have your prescription collected by the pharmacy of your choice, please ask at reception for a form.

It is important to remember your prescription may not be ready for you to collect from your chosen pharmacy on the same day so please order a day or 2 before you need your medication.

Lifestyle Advisor

The practice has recently started working in partnership with a lifestyle advisor. Suzanne Scott holds surgeries on Tuesdays from 2pm to 7pm and Thursdays from 11am to 4pm. Suzanne is able to help with smoking cessation, weight management, alcohol brief intervention and health & wellbeing.

If you would like advice and help to give up smoking, please ask at reception for an appointment with Suzanne.

Car parking

Unfortunately it has been necessary to close the car park. It has been used by people who do not use the building and is too small to accommodate all users of the building.

The barrier has been erected in a bid to allow emergency access at all times for GP's on call and ambulance/paramedics who have all had difficulty due to inconsiderate parking.

There is alternative public parking nearby.

Text Reminders

The practice has recently started sending appointment reminders by text. This has proved a great success and has reduced the number of appointments wasted by patients forgetting their appointments. There has been a 42% drop in patients failing to attend GP appointments and a 52% drop in failure to attend nurse appointments.

If you would like to receive appointment reminders by text message simply text your 10 digit CHI number (which can be found under your address on prescriptions, or you can ask a receptionist for this information) to **07722 631807**.

Alternatively you can give your number to the receptionist when making an appointment and let her know you consent to text reminders.

Appointments

The summer holiday period is always a difficult period for appointments. With GP's taking holidays, it may mean there is a longer wait for a routine appointment with the GP of your choice.

The triage nurse can offer telephone advice for minor illnesses such as colds, hay fever, stomach upsets and other illnesses. She can also arrange prescriptions for the treatment of these illnesses where necessary. You may be offered a telephone consultation with the triage nurse when you call.

Healthcare Assistant

The Practice now offers an early morning clinic for bloods, breath tests and ECGs, run by our Healthcare Assistant, Kingsleigh Smith.

Chargeable Services

The doctors carry out a number of services which are not covered by the NHS, therefore a charge is payable. Some of the chargeable services include signing passport/ driving licence applications, private medical certificates, holiday cancellation forms etc. You will be advised of the charge when the request is made.

Interpreter Services

With a growing population of patients from different ethnic backgrounds we find there can be some language difficulties. If you need an interpreter to help you relate your problems to the doctor, please ask for a longer appointment and the Doctor can arrange a telephone interpreter for you.

Hearing Impaired Patients

Sign Language Interactions are providing a service for hearing impaired patients at all NHS appointments. If you require a British Sign Language (BSL) Interpreter, a

Lip Speaker or an Electronic Note Taker please ask at reception when you are booking your appointment.

Carers Week 14th—20th June 2010

There are a large number of people caring for friends and family who are ill. If you are one of these people please let the surgery know. We can put you in touch with professionals who can offer advice and support.

Carers Meeting

The practice will be holding a meeting for carers on Tuesday 17 August from 12.30pm—3.30pm. Invitations will be sent out to those carers for whom we hold information. There will be experts on hand to offer advice and support on any help available. If you are a carer or know of someone who is a carer, please let the surgery know.