

The Village Surgery

Newsletter



Winter 2016

108 Victoria Road
Pinxton
Nottinghamshire
NG16 6NH
Tel: 01773 810207
Fax: 01773 863700

www.thevillagedoctors.co.uk



The HUB, Shiners way
South Normanton
Derbyshire
DE55 2AA
Tel: 01773 811469
Fax: 01773 860575

Christmas Closing

Over the Christmas period we will be closed only on the bank holidays, Monday 26th and Tuesday 27th of December and Monday 2nd of January. This means that we will be open on the other days over the Christmas period and will be running our usual services. Please don't order your prescriptions too early, the earliest date we will accept prescriptions for the Christmas period will be 21st December.



If you have not had a flu vaccination and you are eligible for a free flu vaccination please speak to reception and book in to our catch up clinics. For children, if you have not received a letter from school please contact them to find out if your child will be having the vaccination there, if not please contact us for an appointment.

NEW SYSTEM

As some of you might already be aware we have devised a new system when it comes to on the day issues. We still have appointments that are released daily at 8:30 am, no earlier, for Medical Emergencies that need to be treated that day. However we no longer have the phone list available for everything else. You will not be denied emergency contact with a clinician, if there are no appointments left please give the receptionist details as

to what the problem is, there may be another way of helping you and if not a message will be sent to the on call clinician for their advice, for this you must give details as the Doctors cannot assess the urgency of the request from "private/personal"

- As before we **DO NOT** offer a walk in service or a sit and wait service.

OUR STAFF ARE HERE TO HELP YOU!!!

We have a very high demand for appointments at the practice which is the same as many other surgeries. We understand that not getting an appointment when it is needed is frustrating, however speaking or acting aggressively towards our staff is not tolerated, it will only hinder your situation and may result in being removed from our care. We are here to help you, not to receive abuse.

On the Day Appointments

Urgent on the Day appointments are released by the system at 8:30am and whilst we do understand that it can be very busy and some people have responsibilities at this time we cannot book them any earlier.

Home Visits

If you require a home visit you must call us before 10:30am so the GP's can plan and assign the visits. Please be prepared to give the receptionist any relevant information regarding illness or for access to your home. The doctor may ring you first to find out more about the problem. If you can normally attend appointments but feel you can't due to adverse weather conditions, please keep in mind that if you cannot get out the Doctor may not be able to get to

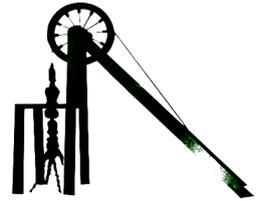
you.

Out of Area Registrations

If you are moving out of our catchment area we would heavily advise to register at a more local GP practice. However if you really want to stay registered with us you will need to put the request in writing to be reviewed by the Doctors. If you are accepted as an out of area patient you will need to be aware that some services, including home visits and midwifery services.

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Prescriptions

We would like to remind everybody that we are unable to accept any prescription orders over the phone. We are not being difficult, this is a part of our prescription policy. The Medicines Management Team and The Doctors are trying to cut down on waste within the practice. To help with this please only order the medications that you need, not just everything on you repeats. It takes 48 hours for us to process a prescription, keep in mind that if your prescriptions automatically go to a chemist that it may take longer than 48 hours as the chemists have their own processes to go through.

Online Services

You can order your prescriptions and book or cancel appointments online out of surgery hours and over the weekends. If you have medication which is not on your repeats or that you have been prescribed by the hospital you need to come into surgery to order and again it takes 48 working hours. Please remember that this is a service purely for ordering repeat prescriptions, any further requests, e.g. for appointments, these will not be actioned.

Self Help

For minor things you don't always have to see a Doctor, the chemist runs a Pharmacy First programme, this means they can help you treat certain things yourself. Please ask the Pharmacy for more information, there are also information boards in the surgery to help

Requesting Antibiotics

Please remember that Antibiotics do not cure a cold or the Flu or make them go away quicker. They only help with Bacterial infections. If you are unsure and would like some advice you can always ask at your local chemist before booking an appointment.

Contraceptive Appointments

If you currently have any form of contraception please contact the surgery in plenty of time before you run out and require it renewing, whether this is oral contraceptive

medications or alternative like the Depo or Implants. We book these appointments with qualified nurses or with the Family Planning GP and they are not always available at short notice and for late afternoon or evening appointments there may be several weeks before these times are available.

Weekends at Limes

Just as a reminder we are still able to book appointments for Saturday mornings and Sunday afternoons at the Limes Medical Centre for a GP or a Nurse. Please ask at reception for more information or to book an appointment.

GP Letters

If you are in need of a letter or a report from the GP you do not necessarily need an appointment. All you will need to do is to put this request in writing as it needs to be processed by our Secretaries before it goes through to the GP. They will then keep you updated on the progress of your request, if you are unsure please ask at reception.

Christmas Raffle

As you may have noticed we have started a raffle at both sites and we have a book sale. This year we are raising money for the Surgery to get 2 new defibrillators, these are very expensive pieces of equipment approximately £1000 each. If you would like to buy any raffle tickets please speak to reception. We would also be very grateful for any prize donations to add to the ones that we already have which include some wonderful prizes from local businesses.

Missed Appointments

In the Month of September there was a total of 347 nurse and GP appointments missed. That is **5394 minutes** which works out to **89.9 hours**. This is the equivalent to the surgery being closed for **8 days**. We understand that some of these were missed due to genuine reasons and while we understand that life doesn't always run smoothly the amount of appointments that were missed during this month is shock-

ing; these numbers can be greatly reduced with a simple phone call. If you find you are unable to attend an appointment please call us, even if it is a few minutes before, a lot of the times that appointment can be used for another patient, either to attend to surgery or to be contacted by the clinician.

