



SPRINGFIELD SURGERY NEWSLETTER

NOVEMBER 2009

"MEDICAL STAFF FAIL TO ARRIVE FOR SURGERY"

Yes – just imagine the reaction if the headline actually happened!. These are the sort of headlines that, I sincerely hope, would make the national newspapers and television. In truth medical staff are repeatedly faced with the reverse situation and have to tolerate the frustration of patients who fail to turn up for appointments and waste valuable surgery time and reduce efficiency. Unfairly some patients cannot get an appointment and other patients waste surgery time; in both cases the staff have to deal with those. I cannot understand why the exposure of the truth is not considered newsworthy and fails to make the headlines.

It takes less time to cancel an appointment than it does to make it, please make the effort to inform the surgery and enable that appointment that you no longer require to be offered to another patient.

KEEP IT! CHANGE IT! CANCEL IT!

TO CANCEL AN APPOINTMENT DURING SURGERY HOURS DIAL 01280 704122 AND LISTEN TO THE INSTRUCTIONS TO LEAVE A MESSAGE

Patients registered to use the Online Booking can also cancel both Doctor and Nurse appointments – anytime by using their log on details.

TO CANCEL AN APPOINTMENT OUTSIDE SURGERY HOURS DIAL 01280 704122 AND WAIT FOR THE RECORDED MESSAGE INSTRUCTIONS TO FINISH THEN LEAVE A MESSAGE.

BY GEORGE BRITCHFIELD - CHAIRMAN OF OUR PATIENT GROUP

SEASONAL FLU CLINICS 2009

NOVEMBER 2009

Tues 10th 2.00 - 4.30

Thur 12th 2.00 - 4.30

Tues 17th 09.10 - 11.40

SWINE FLU CLINICS

We have now had an initial supply of vaccines, we have sent letters out to the highest risk groups and will continue to invite patients in over the next few weeks. Please look out for a sticker on your repeat prescription

04.11.09

PLEASE CHECK THAT YOU ARE IN ONE OF THE FOLLOWING AT RISK GROUPS BEFORE BOOKING YOUR FLU VACCINATION:

- ◆ AGED 65 OR OVER
- ◆ COPD/ASTHMA
- ◆ CHRONIC HEART DISEASE
- ◆ CHRONIC RENAL DISEASE
- ◆ CHRONIC LIVER DISEASE
- ◆ SUFFERED FROM A STROKE OR TIA
- ◆ DIABETES
- ◆ IMMUNOSUPPRESSED

More News!

Playtex Moon walk - May 16th 2009

Final total raised was almost £730, many, many thanks to all who sponsored our Practice Manager. She has already booked her place for next year!



TELEPHONE NUMBERS

Please ensure that we have an up to date contact number for you. It is also useful if we can have a mobile telephone number for you but please do remember to inform us if you change the number.



BABY CLINIC

With immediate effect, baby clinic is now held at The Children's Centre (attached to Brackley Library) from 10.00 - 11.30 every Friday morning. No appointment is necessary. The telephone number for the Health Visitor remains unchanged at 01280 709798.

DISPENSARY OPENING HOURS

In response to many requests from our patients we are delighted to announce that with immediate effect our Dispensary is now open on Saturday mornings from 8.30 - 11.30 for all acute and repeat prescription items.

EXCITING NEWS

We have been granted planning permission to build a small extension at the front left hand side of the building, we will have a total of 4 more rooms. This will mean that some of the current parking spaces will have to be relocated. We hope that this building work will not cause too much disruption, it is anticipated to start mid November and be completed by the end of March next year.

NEW TELEPHONE SYSTEM

Our new system was installed on October 28th. We are currently in the process of fine tuning it but hope that by Monday 2nd November it will be finished. As always we would be grateful for any feedback you may have. You can contact our Practice Manager or any member of our patient group.

ARTICLES FOR THE NEWSLETTER

Is there anything you would like to see in our newsletter? If so, please contact our Practice Manager or one of the members of our Patient Group.

EMERGENCY CALLS

Increasingly we are finding that patients are choosing this option as a means of trying to book an appointment or for a general enquiry. The purpose of this line is for patients to use who are acutely unwell and who need to speak to us urgently. If this option is used inappropriately, we will ask you to call back using the normal options.

We need to keep this line clear for GENUINE emergencies only.

LONGER APPOINTMENTS

Our standard appointment length with a Doctor is 10 minutes, if you feel however, that you will need longer than this then please ask for a double appointment when you book and we will do our best to accommodate your request.