

HORSMAN'S PLACE SURGERY



NEWSLETTER

ISSUE 2
DECEMBER
2013

MERRY CHRISTMAS AND A PROSPEROUS NEW YEAR FROM ALL AT THE SURGERY!

FESTIVE OPENING HOURS

Monday 23 December:	NORMAL OPENING HOURS
Tuesday 24 December:	EARLY CLOSURE IN THE AFTERNOON
Wednesday 25 December:	CLOSED
Thursday 26 December:	CLOSED
Friday 27 December:	NORMAL OPENING HOURS
Monday 30 December:	NORMAL OPENING HOURS
Tuesday 31 December:	NORMAL OPENING HOURS
Wednesday 1 January:	CLOSED
Thursday 2 January:	NORMAL OPENING HOURS

HEALTH REVIEWS

We are pleased to announce that we have appointed a nurse to deal with health reviews. Her name is Pathami Bowles—however she likes to be called Minnie.

If you are due a health review, please book an appointment with Minnie.

ASTHMA REVIEWS

Please do remember to bring your inhalers when attending an asthma check review!

NURSES/HEALTH CARE ASSISTANTS APPOINTMENTS

You may be asked by the Receptionist the reason for your nurse/health care assistant appointment. This is to allow the Receptionist to book you in with the right health care professional and sometimes to slot you in when appointments are at a premium. So please do cooperate with the Receptionist as best you can. Of course, you will always be asked for the minimum of information required!

Additionally, this allows the health care professional to prepare the room/equipment for your appointment, reducing in turn the waiting time for other patients.

We thank you for your cooperation in this matter.

NON ATTENDANCE FIGURES

238 appointments were not attended in November of this year.

We urge patients to telephone the Surgery should they not be able to attend their appointments. There is a huge demand for appointments and the missed appointments could be used for other patients who may be in desperate need of one.

Well done to all those patients who cancelled their unwanted appointments.

The Partners thank you for your cooperation in this matter.

APPOINTMENTS

You can make future appointments with a GP/nurse up to four weeks in advance.

The Partners have taken the decision to cut down the amount of weeks that can be booked in advance in view of the high instance of non attendances.

GOING INTO HOSPITAL FOR AN OPERATION?

If on discharge you are told to make an appointment with your nurse for stitches removal, do so straight away. Do not wait until the day the stitches are due to be removed as this may mean you cannot be seen.

OUT OF HOURS SERVICE

Dial 111 if you require non urgent medical assistance.

Dial 999 in an emergency.

You can also visit:

The White Horse Surgery Walk In Centre

Vale Road
Northfleet
DA11 8BZ

Tel: 0300 0300 000

Opening hours: 8.00 to 20.00 7 days a week.

**PLEASE NOTE THAT A&E SHOULD ONLY BE VISITED IN CASE OF REAL EMERGEN-
CIES.** Patients who present with coughs, colds, some rashes etc. will be turned away and referred to their GPs.

PRESCRIPTIONS

When collecting your prescription, please check that you are not due a medicines review with your GP. The information can be found on the white part of the prescription/the repeat slip and is usually highlighted.

If you are due a medicines review, give yourself sufficient time to make a GP appointment.

BOOKS FOR THE ELLENOR

Thanks to your generosity we collected another £38.00 from the sale of books in October. The monies go to the Ellenor Hospice.

Do browse through the book shelf at the back of the Reception Area between the two windows. If a book catches your eye please donate some money at Reception.

Many, many thanks!

ONLINE SERVICE REGISTRATION

Registering with our online service is very **easy**, allows you to **book on the day appointments from 7.30am** and any **advance bookings from the comfort of your own home**. Soon you will also be able to request **repeat prescriptions** using the service too!

So pick up an online service registration form at Reception or visit our website:

<http://www.horsmansplacesurgery.co.uk/booking.asp>

and follow the instructions.

SUGGESTIONS BOX

Any comments/suggestions/complaints/compliments?

Please write them down and place in our Suggestions Box at Reception.

GAINING ACCESS TO THE SURGERY

Do you have an appointment out of hours at the Surgery in the morning, at lunchtime or in the evening?

Remember to use the side door and to press the delivery door bell.

CALLING ALL THYROXINE USERS

The Surgery is keen to explore a new way of communicating thyroid tests results to the patients.

To this end, could anyone who takes THYROXINE, complete a Preferred Communications Form from Reception and return it completed to the Surgery.

Many thanks for your cooperation!

Any comments on or contributions to this newsletter should be made to Christine Martin by email: cmartin10@nhs.net or by post