

Devonshire Green & Hanover Medical Centres

Autumn/Winter Newsletter 2019

devonshiregreenandhanover.co.uk

Devonshire Green: 0114 272 0255

Hanover: 0114 276 2248



FLU – It's too big to ignore!

What is Flu?

Flu is an acute viral respiratory infection. It spreads easily from person to person. It gets passed on when someone who already has flu coughs or sneezes and is transmitted through the air by droplets, or it can be spread by hands contaminated with the virus.

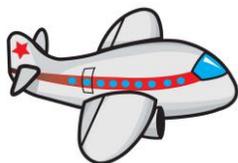
Although anyone can catch flu, certain people can be at greater risk of flu, for example; babies, the elderly and pregnant women.

Vaccination is the most effective way to prevent flu.

Please see our website, promotional posters and leaflets for further information, or ask any one of our clinicians who will be happy to advise you about flu.

Text invites and letters have been sent out to eligible patients. Eligible children under the age of 18 can also have the vaccination in the form of a nasal spray.

You can telephone or visit us at either surgery to make an appointment



TRAVEL VACCINATIONS

Please book early with one of practice nurses if you need any travel vaccinations.

PATIENT PARTICIPATION GROUP

We would love to increase our PPG, we really do value your opinions please contact the Practice Manager for more details – thank you.

Our Team....

Staff news....

It is with regret that our GP Partner of 7 years, Dr Helen Burke has left us for pastures new, in London.

We are delighted that our previous GP Registrar, Dr George Guest has joined our team as a Salaried GP. Welcome George! He has 6 clinics available each week which are:

All day Monday, Tuesday morning, all day Wednesday and Thursday morning.

We also welcome two new GP registrars; Dr Amy Watson and Dr Eleanor Crane.

Our five GP Partners

Dr Elizabeth Allsopp
Dr Helen Briddon
Dr Alicia O'Rourke
Dr Kieran Brown

Salaried GP

Dr George Guest

Urgent Care Practitioner

Angela Ord

Our current GP Registrars

Dr Amy Watson
Dr Eleanor Crane

Practice Nurse Team

Alison Farrow
Charlotte Davis
Susie Hewson

Health Care Assistant

Janine Hill

The Practice Team

Deirdre Malesa
Practice Manager

Sarah Denton
Senior Administrator

Susan Wasteneay
Senior Receptionist

Jackie Thiselton
Data & IT Lead

Hodoo Maalin
Somali Link Worker

2 Medical Secretaries
9 Receptionists.
Nurse Administrator
Medical Notes Summariser

Online Appointment Registration

We are always working hard to try and improve our appointment system, which will in turn improve your access to a GP and hopefully prevent the frustration of having to call at certain times to get an appointment.

We have increased the availability of the online appointments and we would really encourage you to sign up for online services to access these and to order any repeat prescriptions.

Our admin team will be happy to help you and in the New Year we are hoping to run some workshops for anyone who feels that some help with online services would be useful.

Stop press!! Extended opening times & new Thursday afternoon clinics

We are delighted to be able to offer extended hours to our patients again and also to be open throughout the lunchtime period; for general enquiries and the collection and ordering of prescriptions.

Please note: no appointments are available over the lunchtime period.

We are also open longer at Devonshire Green on a Thursday.

Our new hours are:

DG		HMC	
Mon, Weds, Fri	08:30 – 18:00	Mon, Weds, Fri	08:30 – 18:00
Tues	08:30 – 19:00	Tues	07:00 – 08:00 & 08:30 – 12:00
Thurs	08:30 – 15:00	Thurs	08:30 – 12:00

Wrap Around Services....

Don't forget we offer baby clinics, midwife appointments, health visitor sessions, travel vaccinations, IAPT and Counselling services, health trainer appointments and links with community support workers – please ask at reception for details or see our website.

Prescription Ordering & EPS System

The EPS (Electronic Prescription Service) has been up and running at our practice for over 2 years now. This is a service where prescriptions are sent directly to the patients' nominated pharmacy. Many people find this a very convenient service, saving them time by not having to call into surgery to collect their prescriptions.

It is very easy to be set up on EPS. It is a good idea to inform your chosen pharmacy first, particularly if you would like them to order your medications for you. Then, please contact our reception team and inform us of your nominated pharmacy.

Please note: your medication will still need to be requested and ordered through us, whether you are set up via EPS or you/your pharmacy collect your prescriptions for us. **Medication is not ordered automatically.**

It is important that you please allow 2 working days for your medication request to be processed.

Ways to order your prescription

Please may we remind you of the best way to order your medication:

- Order online via our website (new users to the system are required to complete a simple registration). **Please see reception for an application form.**
- If telephoning, please telephone **after 11am** to re-order your medication, all medication needs to be requested by you (unless this agreement is **already** set up with your nominated pharmacy),
- Please allow **2 working days** for your medication request to be processed,
- After this,
 - if you are on EPS, please check with your **pharmacy** whether your medication is ready,
 - if you collect your scripts from us, please call in to collect.

Attendance of Appointments (& DNAs)

There is increasing demand for GP appointments and I'm sure you have all been frustrated at one time or another, if you have been unable to get an appointment in a reasonable time.

During August **174** appointments were not attended. This works out to an average of hours of clinical time lost in one month. So, please consider your fellow patients and:

PLEASE REMEMBER TO CANCEL ANY APPOINTMENT YOU HAVE WITH US IF YOU NO LONGER NEED IT – SOMEONE ELSE DEFINITELY WILL. THANK YOU.

We value each and every one of our patients and your care is at the heart of what we do. We love to hear when we are doing well and you are happy with the service, but we acknowledge we don't always get it right. We are always happy to listen to how you feel we could improve.

If you feel you've had a good experience at the surgery then you can tell us by visiting: <http://www.nhs.uk/services>. Type 'devonshire green' into the search box on the top right, then click on our surgery, once on our page click on 'leave review'. Alternatively you can visit our website or submit written feedback via our comments boxes at reception.

If you feel there is room for improvement then please contact the Practice Manager for a chat on: 0114 276 2248.