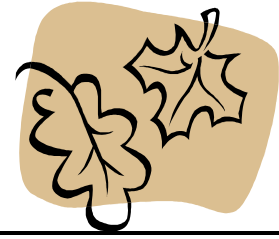




# WILLOW GREEN SURGERY



Volume 14 Issue 12

## NEWSLETTER

September 2009

### PATIENT LINK

**S**econd Prize! Patient Link entered a float in the East Preston Carnival and won second prize for the Adult Float. The theme of the float was 'There was an old Woman who Lived in a Shoe who had so Many Children she did not know what to do'. The team built a brilliant shoe and staff and Patient Link Committee and helpers manned the float. The rosette is on display in Reception congratulations to all.

#### FUTURE EVENTS

**Autumn Fayre**, Saturday 10<sup>th</sup> October 2.00 – 4.00pm at East Preston Village Hall. Jewellery \* Good Quality Unwanted Gifts \*Toiletries\* DVDs/CDs/Books\* Cakes \* Gifts \* Raffle Prizes \*Tombola Prizes\* Accessories \*

**Dermatology Talk**, Wednesday 11<sup>th</sup> November 2009 at Willow Green Surgery 7.30pm. Patient Link would welcome items for the Autumn Fayre.

Please leave any donations at Reception  
Charity number 1127311



Patient Link urgently require volunteer Vice Chairman, Minute Taker and Driving Co-ordinators if anyone is interested please contact Barry Leroy-Baker 01903 788142 and leave a message stating which post you are interested in.

### SWINE FLU

**D**o not come to the surgery if you think you have Swine Flu, please go home and check your symptoms on the Swine Flu information line

**0800 1 513 513** or [www.direct.gov.uk/swineflu](http://www.direct.gov.uk/swineflu)

If you are still concerned then contact the National Pandemic Flu Service at [www.direct.gov.uk/pandemicflu](http://www.direct.gov.uk/pandemicflu)

or call 0800 1 513 100  
HELP TO CONTAIN THIS FLU.

### CONGRATULATIONS AND WELCOME

**T**he surgery is proud to announce that Dr Sally Campbell, who has been with us since 2005 on a flexible career scheme, is now joining the practice as a partner. I am sure you will

agree that this is good news and join us in welcoming her.

### SURGERY OPENING TIMES

**T**he surgery is open Monday, Tuesday and Friday 8a.m. to 6.30p.m. Wednesday and Thursday 7.30a.m. to 6.30p.m. There are pre bookable appointments available on Monday and Thursday evenings but the surgery is not open for routine matters.

### FLU CLINICS



**O**nce again the flu immunisation season is with us. As in previous years we will not be accepting telephone bookings for appointments. Please come into the surgery to pick up a booking slip. These slips are available now. The flu dates so far are Saturday 10<sup>th</sup> October from 8.30am  
Saturday 17<sup>th</sup> October from 8.30 am

Saturday 24<sup>th</sup> October from 8.30 am. Further dates to be advised.

We advise any patient over the age of 65 or who is in an 'at risk' group to have a flu immunisation. These include diabetic patients, patients with chronic heart disease, liver or renal disease, chronic respiratory disease including asthma and impaired immunity. Also if you are living in a residential care home or are the main carer for an elderly or disabled person.

If you are housebound and unable to get to the surgery please let the receptionist know and they will arrange for a nurse to visit.

Please note that the reception desk will be closed on the mornings of flu clinics and all the prescriptions locked away. We are therefore unable to give out any prescriptions on the morning, please place any prescription requests in the prescription box on the left hand side as you enter the surgery.

So far the weather has only been poor once so fingers crossed.

### **MISSED APPOINTMENTS**

Every year, hundreds of appointments with NHS trusts, such as at hospitals and GP surgeries, are missed. This figure is called the 'did not attend' rate, or DNA rate. DNAs have an enormous impact on the healthcare system in terms of cost and waiting time, significantly adding to delays along the patient pathway. In July Willow Green Surgery had 174 DNAs. That is 174

appointments that could have been available to other patients. Please contact the surgery as early as possible to notify us that you are unable to attend your appointment. To make this easier we have introduced a text service. You can now send us a text to 07831758650 start your message with the word cancel then your name and date of appointment. No texts or telephone calls sent to this number will be answered. Please note your standard network text charge will apply. If you prefer you can still telephone us in the normal way. **This will ensure no appointments are wasted. Thank you for your help.**



### **CALLING ALL TEENAGERS**

The NHS have launched a new interactive online service for 12 to 15 year olds. It is designed to help you manage your own health and well being, raise awareness of risk taking behaviour and direct you to support and advice. Why not visit the site now? [www.nhs.co.uk/TeenLifeCheck](http://www.nhs.co.uk/TeenLifeCheck)

### **PROTECT**

The surgery will be closed from 12.30pm on the following Tuesdays for Protect Training Sessions.

- 15<sup>th</sup> September
- 24<sup>th</sup> November
- 20<sup>th</sup> January

We take the opportunity to close for protected time for GPs and staff to learn new

skills and update their knowledge.

### **WARNING – WATCH OUT THERE ARE THIEVES ABOUT**

Unfortunately a patient's bike was stolen from outside the surgery while they attended their appointment. We would like to support and applaud people who take the green, exercise initiative and cycle to the surgery but would remind you to lock your bike at all times. Sadly you cannot trust everyone.

### **DON'T FORGET**

The clocks go back at 1 a.m. on Sunday 25<sup>th</sup> October as British Summertime comes to an end.....' what summer I hear you all cry!' Don't forget ....Fall back and Spring forward!

### **NEW BABY?**

Congratulations... but please remember to come into the practice to register the baby's full name, date of birth and address.

### **YOU MUST BE JOKING**

The man who goes into a bar very optimistically usually leaves it very misty optically.



Visit our website

[www.willowgreensurgery.co.uk](http://www.willowgreensurgery.co.uk)

To order your repeat prescriptions and find out more about the services we offer.