



# WILLOW GREEN SURGERY



Volume 10 Issue 3

**NEWSLETTER**

WINTER 2006

**A MERRY CHRISTMAS & HEALTHY, HAPPY NEW YEAR  
TO ALL OUR PATIENTS**

## FLU CLINICS

Once again our flu clinics have been running throughout October and November. Despite the problems with supplies we managed to obtain sufficient vaccines for our patients in the 'at risk' groups. One of the new groups targeted this year is Carers. If you are a Carer and have not had your flu jab yet, please ask at Reception. If you are a Carer and have not completed a Carers Registration form, these are available at Reception. If you still require a flu jab, our last clinic is on Tuesday 12<sup>th</sup> December. Please call into the surgery and pick up a ticket.

## COMMENT & SUGGESTION BOOK

Thank you to all those who have written comments and suggestions in the book

kept in the waiting room. We do try to meet your requests but it is not always possible. There have been a few requests for a drinks machine but there is no space for it in the waiting room and the reception area gets very crowded at busy times.

## PATIENT LINK

Please support the Patient Link Christmas Raffle. Thanks go to Chris Cahill for organising this and thank you to everyone who has given prizes. The winning tickets will be drawn at lunchtime on the 14<sup>th</sup> December.



## REMINDERS

► Don't forget to order your repeat prescription in time for

**the Christmas and New Year Holidays.**

► Any patient who works or goes to school or college may book an early morning appointment. These appointments are available on Wednesdays and Thursdays and can be booked a week in advance.

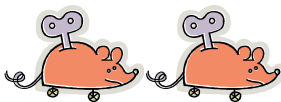
► It would be helpful if patients print their full name and address on any hand written request for prescriptions.

► Bypass the queue – use the touch screen to book in for your appointment and use the prescription box in the entrance hall to leave your prescription request. Or better still request on line!

► PLEASE cancel your appointment if you do not intend to turn up for it. In October 88 appointments were missed. That is another 88 patients who could have been seen.

## INFORMATION ON THE INTERNET

Our Surgery website has a Healthlink to other websites that may be useful to you. Visit the site at [www.willowgreensurgery.co.uk](http://www.willowgreensurgery.co.uk) You can email your requests for repeat prescriptions using a link from the website. There is also the facility to email any changes to your name or address.



## PROTECT

The surgery will be closed from 12.30 pm on Tuesday 23rd January 2007 for a training session. There will be a doctor on duty for emergencies.



## STAFF CHANGES

We welcome back Dr Sally Campbell who has been on maternity leave having had twins in March. Dr Campbell is doing one session a week for the time being. This month we said goodbye to Rachel, our Midwife. Rachel has looked after our patients for many years and will be missed by us all. We welcome her replacement Jane to the

Team and hope she will enjoy many years with us.

## SALVATION ARMY

Carers may be interested to know that Worthing Salvation Army run a scheme called 'Welcome Break'. While the person being cared for enjoys a sociable morning of activity or organised trips to the shops and other places of interest, the Carer can take a break at home or in town. If assistance is needed with personal care during the morning, an assessment and support will be provided by Crossroads Care staff. The scheme is based at the 'Welcome In', Crescent Road, Worthing and runs on Thursday mornings from 10.30am to 1pm. Transport is available from this area. For further details please telephone the Welcome In on 01903 234497.



People living with Dysphasia, Parkinson's Disease and other similar disabilities may be interested in the Salvation Army 'Speak-Easy Group'. This group meets every Tuesday afternoon from 2.30pm to 4pm at the 'Welcome In'. Activities include relaxation, gentle exercise, speech practice, games and handicrafts. For further information contact the 'Welcome In' on 01903 234497.

## TELEPHONE CONSULTATIONS

We recently carried out an audit to assess patient satisfaction following telephone triage by doctors on Monday mornings. Questionnaires were sent to patients randomly selected from the appointment list. The results showed that 89% of patients were happy with the option of telephone triage and happy that the system was explained adequately to them. The results also showed that 89% of patients were called back within 1 hour. Only one patient had to wait over two hours. 92% were happy to have telephone consultations. Overall the telephone triage system was felt by both doctors and patients to be a very good way of managing our demand for appointments.

## CHRISTMAS CLOSING TIMES

The Surgery will be closed on Christmas Day, Boxing Day and New Years Day. On these days and at weekends the Out of Hours service West DOC will be available on 01903 690111.



## EMERGENCY SERVICES -

## USE THEM WISELY

**A** reminder that there are various services available to you before you go to the A & E Department or dial 999. During our opening hours you can get advice from the Surgery and after hours you can call the out of hours service, WESTDOC on 690111. NHS Direct is also available for advice on 0845 4647 or you can ask your local pharmacist for advice.

