

Nethergreen News May/June 2007



Welcome to the next edition of our Newsletter.

There isn't a great deal to update you on, other than the few items below, so this month, I'm including an article that has kindly been written by one of our patients. This is something new I thought you might find interesting, and if any of you feel the urge to write an article, relating to the Surgery, please contact me so I can give you my e-mail details. I can't promise that we'll be able to publish an article every Newsletter, but any contributions will be greatly appreciated.

NEWS IN BRIEF

INR (WARFARIN) TESTING:

At the moment, those of you that have these tests have to wait until the evening for us to ring you with your revised doses.

One of our Nurses is undertaking training in the near future that will enable us to give you a revised dose at the time you come in for your blood test, using a CoaguChek machine, and hopefully, we should be starting this in September/October this year. (Incidentally, the patient writing the article on the back page uses the very same type of machine!)

COMIC RELIEF (Red Nose Day):

Thank you to all of you that contributed to Dr Barclay's infamous hair cutting session on Comic Relief day. Together we raised £436! Does he look better with or without the pony tail?

CAR PARK:

We have two designated blue badge spaces, and the signs at the entrance to the car park clearly indicate that only blue badge holders are entitled to park there. Would the rest of you that come to us in a car please respect this and park on the street, as we are finding that on many occasions non blue badge holders are using these spaces. This obviously has a knock on effect for those patients who are entitled to use these spaces.

PATIENT SATISFACTION SURVEY:

We'll be starting this annual survey in the next couple of months, so don't be surprised if you are asked to complete one by the Receptionists!

(PTO)

Working Together - a Patient's View

I have been a patient of the Nethergreen Surgery for 22 years. For the last nine years I have been quadriplegic as a result of multiple sclerosis and have always received excellent medical care from the practice.

I firmly believe that patients and doctors work best if they work together, with the patient being fully involved in making important decisions about monitoring and medication. Working together effectively means trusting each other and recognizing the strengths that each partner brings to the relationship. I know myself and my needs better than anyone else and as a patient I have a vested interest in keeping myself well. My doctor has always tried to make sure that my wishes are at the heart of my treatment.

I am a busy professional woman. I use a wheelchair and access at the practice can be less than ideal, e.g. there is no way of transferring from my wheelchair to an examination couch. For these reasons my doctor has always been prepared to visit me at home and to make sure that appointments are booked when we are both available.

I monitor my blood pressure and carry out regular blood tests to check any effects of medication. This only involves a finger prick to get a single drop of blood which is analysed using a CoaguChek. I keep the doctor up to date as well as letting her know if there is any cause for concern. I keep in touch by writing and if either of us is concerned she will give me a ring. This can save time for both of us, but would be even better if the practice had an e-mail address for patients to use. **

In a similar way I work with the district nurse, calling her only when I need help. My care assistant, the practice receptionists and the pharmacist also play important roles in my care. In a society where changes in the way health care is delivered are both many and rapid it is good to feel confidence in primary care.

****Managers comment:** At the moment we do not have a practice website with e-mail facilities. However patients can register with us to arrange appointments through the internet using the www.patient.co.uk website, and we also hope to offer a service for repeat prescriptions through the same website in the near future.