

Nethergreen News March/April 2007



APPOINTMENTS

I am pleased to let you know that we have moved into the 21st century and are now able to offer an on line appointment booking facility.

You'll need to register through us before you can use it, but once registered, you will be able to book a limited number of advance appointments from the comfort of your own home, without having to spend any time on the telephone!

The facility will only be for pre-bookable appointments so any acute appointments you need will still have to be arranged on the phone. If you are interested in either registering, or learning more about this, please ask to speak to Sue Dilks, our Assistant Manager.

In time, we also hope to be able to offer an internet Repeat Prescription facility.

WAITING ROOM SEATS

Following the Patient Survey results and comments last year, we have now recovered and reupholstered all the upstairs seats that had holes in them, and the one cushion from the main waiting room that was also in a sorry state. Could you please treat these with the care they deserve.

FEES FOR NON NHS SERVICES

From time to time, you may need forms completing, or letters writing, by the Doctors or Nurses, that aren't part of the "core" NHS services that we are contracted to provide. This work is therefore classed as private work, and we are allowed to charge a fee for this. The level of these fees is reviewed on an annual basis, and is based on national guidelines, and has now been reviewed for 2007. The revised tariffs, from 1/4/07, for the completion of the various forms, together with a revised list of charges for travel vaccinations, which are also not part of the NHS service, are available in the information leaflet holder in the vestibule and are also on display in the three waiting rooms.

TRAVEL CLINIC APPOINTMENTS

The holiday season is fast approaching and many of you will probably book last minute holidays to take advantage of price reductions. Please remember though that last minute holidays do not always mean that you will be able to get a last minute appointment for travel advice and vaccinations. For several vaccinations, you need to start the course up to 8 weeks in advance of you travelling for the vaccines to be effective.

Also, please remember that travel vaccinations must be paid for in full at the time of the first appointment.
(PTO)

OUR NURSING TEAM

This currently comprises Kathy Stacey, Liz Smith, Elaine Ellis, Judith Richards and Ann Wright.

Kathy, Liz and Elaine, on the whole, share travel vaccinations, well woman, general appointments, and more recently, Chronic Disease appointments such as Diabetics, asthma, CVD, and hypertension. Liz also does the Baby Clinic on a Friday afternoon, in association with Lindsey, our Health Visitor attached to Nethergreen surgery.

Judith sees general appointments, as well as undertaking New Patient checks and several phlebotomy sessions, and she's also in charge of ordering all the stock used in clinical rooms, and some clinical admin duties.

Ann is our phlebotomist, and does an "in house" session one morning per week, as well as doing a domiciliary session a further morning each week.

Travel vaccinations and advice do seem to be taking up a greater amount of the Nurses time, so it is important to take note of the advice/request overleaf regarding appointments etc.

During the year, you'll see Kathy, Liz and Elaine doing more in the Chronic Disease Management areas, and they'll be seeing more of you for routine follow up appointments as the doctors and they feel that our Nursing team should be taking a more active role in this area. Also, it gives the 3 Nurses a different area to work in.

We do appreciate that it is often more difficult to get an appointment with one of the Nurses rather than a Doctor, and the Nurses themselves are acutely aware of this, but this is due to all of them being part time, and it can be a struggle to give you an appointment as quickly as you would want.

However, we do feel the Nurses give an excellent service to complement that given by the Doctors, and I hope this short article has given you an insight into the work they do, here at Nethergreen Surgery.

In the next issue; Working together— a patient's view on how to work with your GP to get the best out of the relationship.

If any of you have any articles you may wish to submit that you think would be of interest to your fellow patients, or have any comments about our Newsletters, please speak to Richard at the surgery.

Richard West
March 2007