



Welcome to the final edition of the 2010 Newsletters.

This month.....

Seasonal flu vaccination details  
Christmas/New Year opening times  
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Patient groups  
0845 numbers  
Multiple problems in a consultation

### **FLU VACCINATIONS**

By the time you read this Newsletter, we will have finished our Saturday drop in sessions. These have been quite successful, with just under 1000 patients being seen in the drop in sessions

The last evening session will be on Wednesday November 17th 7.00—9.00 pm.

Any of you that are eligible and haven't called down in one of these sessions will now need to make a daytime appointment with one of our Nurses in the next few weeks.

### **CHRISTMAS/NEW YEAR OPENING TIMES**

Christmas and New Year Eve falls on a Friday this year, and on both those days, we'll be closing at 2.00 pm. We'll be closed on the Monday and Tuesday after the Christmas weekend (Dec 27th & 28th) and on the Monday after the New Year weekend (January 3rd). We'll also not be offering the Saturday appointments on Christmas Day and New Years Day! All our other opening times will remain the same and there'll be notices up in the Surgery in the weeks leading up to the Christmas break

### **TEXT MESSAGING**

We've now got the system up and running, so those of you that have given us your mobile numbers will again start receiving a text reminder of your appointment the day before it's due.

If you haven't let us have your number, and want to use this service as a back up reminder of your pre-booked appointment, please give us the details the next time you call in or ring us up

## **PATIENT GROUPS**

Our next meeting is Monday January 17th 2011 - all new members are very welcome. The minutes of the October meeting are now on our website, and the January meeting will be covering the proposed White Paper and implications for General Practice, and Nethergreen Surgery in particular. If you have an interest in this, then please come along.

## **0845 TELEPHONE NUMBERS**

There's been a lot of press coverage recently about the use of 0845 phone numbers by publicly funded organisations, and this includes Doctors surgeries.

Specific guidance and regulations have also been issued to Primary Care providers to ensure that the costs of calling a General Practice are no greater than the equivalent cost of a geographical phone call; 0845 numbers are permitted provided we meet this requirement.

We use Kingston Communications in Hull as our 0845 service provider, and I've recently contacted them with regards to the cost incurred by patients when ringing us.

They assure me that in all cases where the caller is a BT customer the charge for dialling the 0845 number will be exactly the same as if they had dialled the 0114 number.

Due to the many different options and deals offered by BT the cost of a local call may vary from zero up to 4p per minute but **the 0845 call will always be charged at the same rate.**

The only exceptions are where calls are made from Sky or Virgin Media lines where there may be some inconsistencies and obviously calls from mobiles will be at the normal, much higher prices.

I hope this will reassure you that we are complying with the code expected of us.

## **MULTIPLE PROBLEMS IN A CONSULTATION**

Just a reminder that if you need to discuss more than one problem with a GP please remember to book a **double appointment** at the time you make the appointment.

The doctors do try to run on time so they will normally only have enough time in a single appointment to discuss one problem, and dealing with more issues in a 10 minute slot will cause the surgery to run late and inconvenience patients already waiting for their appointment —you may be asked to by the Doctor to book a further appointment if you bring a list of problems to a 10 minute appointment!

## **Finally.....**

If you have any comments or observations that you want to pass on about any of our services etc, please contact me.

Richard West, Manager  
November 2010