



Welcome to the next edition of our Newsletter .

This month we're covering: Swine flu vaccinations., alterations to the ground floor, staff news, Christmas & New Year opening and missed appointments (again)

Swine flu vaccinations:

There has been plenty of information about this on TV and in the newspapers, and I have also put the relevant information on the Reception desk and the Surgery website.

We'll be updating this information as and when we get updates from the Department of Health—we'll also be writing to those patients that are eligible for the vaccination in the next few weeks, so **please be patient—you'll all be invited for a vaccination if you are eligible**. We would appreciate it if you could keep your queries on this to a minimum, as we don't know any more than you do, and these queries are taking up much more of our staff's time than is necessary.

Please keep looking at our website, where there are the many links to other health related websites that may answer some of your queries

Alterations to the ground floor:

By the time you read this, we should have builders in!

We are undertaking some major alterations downstairs that will eventually give us, and you, an additional Consulting room on the ground floor. This will make access easier, and will provide us with much needed extra Consulting room space.

In order for us to get to that stage, we need to make the cellars under the Children's waiting room and Reception desk useable; this will involve ultimately partitioning off a part of the children's waiting room to form a proper staircase (we've only got a trap door at the moment), and tanking out the cellars.

Unfortunately, there will be a lot of noise, dirt and dust created to make the cellar useable, and whilst the work is being done, the Children's waiting room will be closed off to all of us, so I'm afraid you'll all need to squash up in the main waiting room.

The work should be completed by Christmas, and the end result will make the upheaval worthwhile! and I thank you for your tolerance in advance.

(PTO)

Alterations to the ground floor: (contd)

We'll also be investing in an automated patient check in touch screen, that will be located next to the Children's waiting room, in a small lobby, hopefully for when the alterations are completed, but if not, then certainly early in the New Year.

This check in screen should make it easier for you to mark yourself as having arrived for your appointment, and should in turn, reduce queues at the Reception desk, so that those of you that need to speak to a Receptionist can do so more easily, and in more confidence.

We'll put notices up when it's been installed and we'll have staff on hand to help you through the process.

Staff news:

Dr Walton had her baby, Rex, on 3rd October; he weighed in at 7lb 13 oz and both mother and baby are well.

Jackie, one of our longest serving members of staff, is leaving us on November 13th for pastures new; she and her husband are moving to Scotland to run a b&b; we wish her well in her new life, away from the pressures of the NHS, and we thank her for her commitment to the Surgery over the 10 years she has been with us

Christmas & New Year opening:

As this falls on a Friday this year, the two Eves fall on our early closing Thursday; however, this year, although the surgeries will finish at the normal time in a morning, we'll be keeping the doors open and the phones on until 2.00 pm both days, to enable you to pick up last minute prescriptions etc.

We won't be doing a Saturday morning surgery on December 26th, and we'll be shut on Monday 28th as it's a Bank Holiday, but our other opening times remain the same throughout the festive period.

Notices will be going up shortly.

Missed appointments:

These are still running at 60 or so for both Doctors and Nurses over the last two months—please give us your mobile number when you call in so we can send appointment reminders by text in the future.

Finally, these are exciting times ahead for us at the Surgery, and I hope the alterations and innovations that I have mentioned will benefit all of you in the future, and make your visit to Nethergreen Surgery a better experience.

Please do contact me if you want to discuss any of these articles further.

Richard West, November 2009