



Hadwen Medical Practice

NEWSLETTER ISSUE 2 - NOVEMBER 2012

Welcome to the winter 2012 edition of our practice newsletter. The past three months have been very busy at the practice with, amongst other things, the arrival of a new partner, flu clinics, and the winning of a national award.

New Partner... Dr Chris Hewer arrived on the 5th November as the ninth partner at the practice. Dr Hewer graduated in 2006 from Nottingham University and continued working in Nottingham for a further six years before joining the practice. He enjoys most areas of general practice and has a particular interest in family planning. Dr Hewer will be working 8 sessions per week (all day Mon, Wed, Thu, and Fri).

Appointments... The recruitment of Dr Hewer is a significant investment by the partners in an attempt to improve appointment availability. There has already been a measurable improvement in the waiting time for routine appointments and significantly more non-urgent appointments available. A reminder of the different appointment types is shown overleaf, please help appointment availability by remembering to cancel appointments that are no longer required. A final point on appointments – If you need to be seen urgently please call to make an appointment rather than coming to the surgery. You will be assessed by our on-call triage team who will then decide whether it is appropriate for you to be seen in person. If it is, then they will book you in for an appointment.



Phone Lines... Additional staff have now been recruited to ensure that we have three receptionists answering incoming calls during peak periods. Unavoidably there will be times when you have a longer



than expected wait for your call to be answered. We are working with our reception staff to ensure that this wait is kept to the minimum possible. The recent additional clinical capacity has helped as it has meant that fewer patients have to call back for an appointment. Please remember that if your call is of a non-urgent nature to call outside of our peak times (these are normally 0830-1030, and 1230-1430).

To End... The practice was shortlisted in the categories of Admin Team of the Year and Practice Manager of the Year at the recent National General Practice Awards and attended the ceremony in London on 1st November. I was delighted (and shocked!) to win the Practice Manager of the Year award. The award was a team effort and recognises the improvements made to the practice over the past 12 months which includes the in-house pharmacy, the formation of the patient participation group, recruitment of Nurse Practitioners, the commencement of INR Level 4 testing, a new website, and refurbishment of the waiting room and clinical corridor. With appointment availability now improving I do hope that you recognise the efforts that the practice is making to improve the service for you all. Finally, on behalf of all the partners and staff I wish you all a very happy Christmas and a healthy New Year.



Jan Robertson
Practice Manager

Over 75's Health Checklist

If you are aged 75 or over you should have received a Health Checklist Questionnaire with your flu invitation. If you have not yet completed the questionnaire we would be grateful if you could do so as soon as possible. Additional copies can be obtained from the surgery or can be printed from our website www.hadwenmedicalpractice.co.uk in Full List of Services, Questionnaires.

Asthma Reviews

If you have asthma you should have a review with the asthma nurse once a year. If you feel that your asthma is under control and that you do not need a face to face review, please arrange a telephone review to discuss with the nurse. To save time you can also complete an asthma questionnaire ahead of the review. A copy of this questionnaire can also be printed from our website www.hadwenmedicalpractice.co.uk in Full List of Services, Questionnaires.

Flu Clinics

Our Flu clinics held on 29 September and 20th October were very successful with over 2000 patients attending for their flu jab. If you received a letter inviting you to one of the clinics but could not attend then there is still time for you to receive your inoculation. Please ring the surgery to arrange an appointment.



Reminder of Appointment Types

The appointment types that we have are:

Urgent

For patients who need to be assessed or seen the same day. Patients will be seen or contacted by our on-call triage team.

Telephone Consultation

Suitable for patients who do not need to be seen in person.

Non-Urgent

These appointment types are released each day at 0800 and 1230, for appointments that are usually in 2-3 days time. These appointments are suitable for those who cannot wait for a routine appointment but do not need to be seen urgently on the same day. There is limited availability of these appointments.

Routine

Suitable for those patients with non-urgent needs or those requiring on-going treatment. These

appointments are available to book up to six weeks in advance and can also be booked through the automated telephone system.

Repeat Medication Collection Times

Please note our turnaround times for repeat medication requests:

Deposited with Surgery	Collection Date
Monday	After 2pm Wednesday
Tuesday	After 2pm Thursday
Wednesday	After 2pm Friday
Thursday	After 2pm Monday
Friday	After 2pm Tuesday
Saturday/Sunday	After 2pm Wednesday

We try our very best to have your prescription ready on time. Occasionally though, there may be delays due to GP availability and volume of prescriptions received. To help us it would be appreciated if you could submit your repeat medication request as early as possible.

Glevum Pharmacy

Access to the pharmacy is available through the surgery during practice opening hours. After hours, the pharmacy has its own independent access via the surgery car park.

Opening hours of the pharmacy are:

Monday	0800-2300
Tuesday	0800-2300
Wednesday	0800-2300
Thursday	0800-2300
Friday	0800-2300
Saturday	0800-2200
Sunday	0900-2000

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