



Summer

Appointment System

As we are all aware, sometimes GP appointment systems do not always work in the way that we would like. As patients, sometimes we suddenly feel ill and want an appointment the same day. Other times we would like to make an appointment in advance for a more routine matter or to discuss something that is less urgent at the time most convenient to us.



The problem surgeries face is finding the right balance between the number of appointments that can be booked in advance and the number that are only bookable on the day. We know that we will never create a perfect system that will satisfy all our patients all the time, but we at Wetmore Road Surgery are trialling some changes to our appointment system in order to find the ratio that will provide the best possible service to the majority of patients, most of the time.

If you would like to book an appointment in advance, these are now available up to 3 weeks from the date you call.

Missed Appointments

On average, 50 patients a week fail to attend their appointment at the surgery without cancelling it. When patients fail to notify us that they no longer need an appointment, or can't make it, other patients are prevented from getting an appointment they could otherwise have used.

As part of our plan to improve appointment availability for our patients we have decided to contact patients who fail to attend more than one appointment in 12 months. If the patient involved persists in doing this, they may be removed from our patient list (unless there are exceptional circumstances), which means they will have to find a new GP practice.



Please help us provide the best service we can by letting us know if you cannot make or no longer need an appointment. It is preferable if you can do this in advance, but even when an appointment is cancelled on the day, we can usually give the appointment to someone else.

Starters and Leavers



Reception & Cleaning Team

Since our last newsletter, we have bid a fond farewell to Carol Eaglefield, who retired after 20 years of service on Reception. We have welcomed two new ladies to the Reception team – Lynsey Bloomfield and Lorna Richardson, and appointed Sarah Ratcliffe as Clinical Housekeeper, which is a new role.

Doctors

We have a new GP Registrar – Dr Audrey Ofedie who will begin seeing patients in June.

In August the Practice will welcome a new Partner, Dr Anita Clarke. Dr Clarke is currently a GP at The Tutbury practice and we are very much looking to her joining our team of doctors.

Nurses/Community Staff

Tina Stretton, our Midwife, recently left us in order to be able to work part time and is now at Winhill Surgery. Our new Midwife is Liz West, who started in mid-June.

Our Health Visitor, Sandra Lear, has left us to work closer to home and is replaced by Linda Perry and Chris Ditchburn. Jo Smith, Sister in the District Nurse team, will also be moving to another practice this month.

Patients of 75 and Over

If you are 75 or older, you will now be assigned a 'named GP', who will have overall responsibility for the care and support that our surgery provides to you. This may be different to your usual doctor, but don't be alarmed – you will still be able to see whoever you wish. If you haven't yet been notified who your named GP will be, please ask.

Chronic Disease Reviews

We are making administrative changes to our Chronic Disease recall system. From now on you will be invited annually during your birthday month. If you have reviews at the hospital, we may still need to see you at the Surgery.

If you have already had a review this year, you may not be invited in your birthday month this time, but in subsequent years, that is what will happen and we hope that the new system will ensure consistency and improve the quality of care we offer our patients.

Text Messaging Service

The new text messaging service has now started.

Patients who have given us their mobile phone details and have not opted out of this service will start to receive texts to confirm and remind them about appointments. If you wish to be included in this, please ensure that we have your up to date details, or let us know if you do not wish to receive any texts from us. Test results will NOT be sent via this method.

Shingles Vaccine

This year everyone aged 70 and 79 has been offered a shingles vaccine (dates of birth on or between 2/9/1942 and 1/9/1943, or on or between 2/9/1933 and 1/9/1934). This vaccination can help to prevent shingles, or at least to reduce the severity of symptoms and complications afterwards. **If you were born between either of the two sets of dates above, you have until 31st August to have this vaccine.**



Holiday Vaccinations

If you are travelling abroad for your holidays this year, please remember to ensure that you have any necessary vaccinations for the country you are visiting. If you are unsure whether you need any, you can speak to reception, who will fill in a form for you and make you an appointment to see a nurse, if necessary.

We strongly recommend that you call **at least 6 weeks before you are due to travel**, as you may need a course of injections over a period of a few weeks (though not in all cases).