

# Chat from St Catherines

www.stcatherines-surgery.co.uk



## Welcome to our Newsletter Number 2

September 2003 edition

### *Your Next Appointment*

*Date:*.....

*Time:*.....

*With:*.....

### 1. Carers

This surgery, along with all the other surgeries in our Primary Care Trust, are trying to establish a list of all those people who are registered with us who look after another person at some point in time each day, other than a growing child. These people fall within the category known as carers –they provide a very valuable service and may not always be receiving the help and support they are entitled to and may need. So please help us to help you, if you fall into this category, by filling in the form which is enclosed in the carer's leaflet available at reception. Hand the form back in to reception staff and we will add your name to our list so that it is up to date.

### 2. New Staff

We have a new member of the Practice Nursing Team –**Mrs Julie Hicks** -who joined us at the beginning of June. Julie is a qualified nurse and midwife –she was working at the Cheltenham Maternity Hospital prior to going on maternity leave. Having completed her maternity leave she has now joined us. She has not worked in a GP surgery before so is getting used to new ways, but she has lots of experience with Mums and new babies so you may see her at our Child Immunisation Clinic on Monday mornings.

In August, we have a new doctor joining us –**Dr Rebecca Poole** – she is already doing surgeries at the Healthy Living Centre on behalf of Crescent Bakery Surgery, but from August 1<sup>st</sup> she is joining our team. She will be doing clinics both at St Catherine's Surgery and at the Healthy Living Centre. She has a special interest in Migraine, and for those of you who prefer to see a woman doctor, this will of course make it easier for you to access those appointments.

Also starting in August, St Catherine's is taking part in a project with 2 other surgeries in St Paul's –Corinthian and

Portland, and we are sharing some medical staff. Up till now each surgery has had quite separate staff apart from Len and Andy on the front desk. From August the three surgeries are employing 1 additional nurse and 2 Health Care Assistants who will be shared between us. They will be assisting at clinics at the 3 surgeries so from early August you will see some new faces who will be working with and being trained by our Practice Nurses.

### 3. Cheltenham and Tewkesbury Primary Care Trust (PCT)

St Catherine's Surgery is a member of the Cheltenham & Tewkesbury PCT who are responsible for providing medical services for the Cheltenham and Tewkesbury areas. This includes GP services, district nurses and Health Visitors and a range of other medical services that are available outside hospitals – community physiotherapy, podiatry (footcare), dieticians, NHS dentistry. The Primary Care Trust is based at Unit 43, Central Way, Arle Road in Cheltenham. If you have an issue about any of these services you

can contact the PCT Reception on 01242 548800. The decisions on healthcare for this area are made by an Executive Committee at the PCT. This committee has 4 doctor representatives on it who are all also GP's in this area and one of those GPs is Dr Graham Wilson who is here at St Catherine's. So if you find you have difficulty getting an appointment with Dr Wilson it is because, although he works full time, at least one day of the week he is away from the surgery involved in PCT business. The PCT does support us to have a locum doctor to cover his surgeries while he is away so appointments with an alternative doctor will be available.

### **Missed Appointments**

Patients who make an appointment but then for one reason or another do not keep it are a problem for the surgery if the appointment has not been cancelled. Not only has a valuable appointment been wasted but also the person missing the appointment may then require a replacement appointment so they use up 2 appointments for 1 complaint. Also the doctor or nurse is rarely able to use the time left vacant effectively, because it is not long enough to do a great deal because they keep anticipating the arrival of the person who is not attending. So please, be helpful and cancel an appointment if you are not able to use it. Thank you.

## **SURGERY TELEPHONE NUMBERS**

### **St Catherine's**

Appointments 707676  
Enquiries 707670  
Prescriptions 707686

### **Healthy Living Centre**

Appointments 548299  
Enquiries 548298  
Prescriptions 548300

For Enquires of a general nature contact:

### **NHS DIRECT 0845 4647**

or look at their website at:

**[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)**

### **District Nursing**

Hello from the District Nurses at St Catherine's. The district nursing team is made up of Maryann, Nic, Denise, Dee and Sue. We are based at St Catherine's Surgery and provide nursing care for people who cannot attend the Practice Nurse and who need to be seen in their own home. We are available from Monday to Friday between 08:30 – 16:30 and our phone number is **01242 707680**. For evenings, weekends and bank holidays, district nurses can be contacted on **01242 272151**. There is also a night service that can be accessed via your own GP

## **USEFUL TELEPHONE NUMBERS**

### Benefit Enquiry Line

0800 882200

### Childline

0800 1111

### Citizens Advice Bureau Cheltenham

01242 522491

### Cotswold Counselling Centre

01285 885830

### Domestic Violence Advice Line

01452 500115

### Eating Disorders Association

01603 621414

### G'shire Assoc for Disability

01453 885587

### Glos. Assoc. for Mental Health GAMH

01452 416575

### G'shire Drug & Alcohol Service

(GDAS) 01452 381166

### Listening Post

01452 383820

### Parents under Stress

08088 002222

### Postnatal Illness Assoc

02073 860868

### Relate 01452 522071

Samaritans 0345 909090

### Seasonal Affective Disorder Assoc 01903 814942

### Stress Management

Workshops 01452 505362

