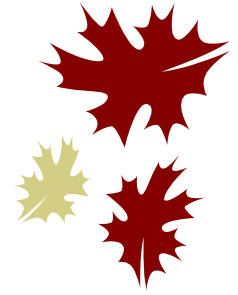


# Chat from St Catherines

www.stcatherines-surgery.co.uk



## Welcome to our Newsletter Number 8

Autumn 2004 edition

### *Your Next Appointment*

*Date:*.....

*Time*.....

*With*.....

### HELLOS & GOODBYES

We have been joined by 2 new members of community staff since the summer. Sister Louise Chambers is our new nurse in charge of our District Nursing Team. She is already an experienced District Nurse and has moved to us from a post in Stroud. Mrs Louise Stokes is a new addition to our Health Visiting team. She works part time and is usually in the surgery on Thursdays and Fridays. Dr Goodall will not be at work at the surgery for 3 months . His work will be covered by locums until he returns, and from December 1<sup>st</sup> his locum is Dr Jacques

Ransford. We have also taken on Dr Sarah Atherton as a permanent locum to enable us to offer more appointments. She is working on Wednesdays and Thursdays, which were 2 days when we have, in the past, been short of GP appointments.

### APPOINTMENTS

The surgery's aim is to offer patients an appointment with a doctor or nurse as promptly as possible and to offer patients a choice of which doctor or nurse they see. But like all doctors surgeries we do experience significant pressure on doctor's appointments, so we continue to work hard to ensure our patients receive 'the right treatment'. We know there are many times when a doctor's appointment is not needed, some problems may be better helped by being seen by another health professional such as a nurse or pharmacist. This frees up the doctor to deal with more serious or complex cases. We do offer regular checks by a doctor for patients with significant long term conditions, such as diabetes, to reduce the possibility of them falling ill in the first place. If you are offered one of these appointments please do take advantage of it.

If a patient has an urgent problem requiring attention the same day we have a telephone triaging system operated by a specially trained nurse or doctor.

In order to get the best use out of your surgery, do ask yourself these questions before you phone us to make an appointment :-

**Can you treat yourself at home?** A small supply of paracetamol or ibuprofen (available as syrup for children) and other remedies will help you treat common ailments such as coughs, colds and sore throats this winter.

**Have you tried your pharmacist or chemist?** Pharmacists are qualified to give advice on common complaints, such as coughs, colds, flu, sore throats, aches and pains.

**Have you called NHS Direct?** You can call **NHS Direct** on **0845 4647**, any time, for immediate advice on what to do if you or a family member feels ill.

**Help is here** A range of other health professionals are also available at or through contacting the surgery such as:

District nurses, health visitors and midwife – see practice leaflet

Primary Mental Health Team – a resource for patients with anxiety and depression related problems

Physio Direct – contact reception for advice

Alcohol counseling – contact reception

### CHANGE TO OUT OF HOURS SERVICE

From the end of October 2004, the Out of Hours service in Cheltenham changed. The service is now run by our Primary Care Trust and it is based at Cheltenham General Hospital. It operates from 6:30pm until 8am each weekday and all weekends and Bank Holidays. As a result of this change, the surgery & all of St Pauls' Medical Centre is now closed on Saturday mornings. If you are unwell during the Out of Hours period you should phone **08454 220220**. This service is for emergencies only, and any routine contact with your surgery needs to take place within our opening hours of 08:15am – 6:30pm. Our surgery phone line covers emergency calls from 8am each weekday morning. Remember, repeat prescriptions can not be supplied by the Out of Hours Service.

### FLU JAB CAMPAIGN

It's that time of year again when we try to beat the winter round of flu by vaccinating those patients who are most at risk if they catch the flu. Fortunately, this surgery has not been one of those affected by problems of supply of the vaccine. Many people have now had their vaccination. If you have received a letter but have not yet had a flu jab, please contact us either to make an appointment with the nurse for a jab, or to let us know that you do not want to have a flu jab so that we can update our records.

### PATIENT SURVEY

Thank you, to all those patients who took part in the Practice Survey in August. At this time, we asked all patients who attended the surgery over one week to fill in a standardized questionnaire about the surgery. All the completed questionnaires were sent to a company who looked at all the results and put together a report. We have now received this report and we are forming a small action group to look at ways in which we can improve the service we provide. All the other surgeries in St Pauls have also been undergoing the same process. This is a nationwide initiative by the Government to make sure that surgeries look at and respond to patient opinion.

### USEFUL TELEPHONE NUMBERS

Benefit Enquiry Line 0800 882200  
Childline 0800 1111  
Citizens Advice Bureau  
Cheltenham 01242 522491  
Cotswold Counseling 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 0845 7909090