

Chat from St Catherines

www.stcatherines-surgery.co.uk



<p><i>Your Next Appointment</i></p> <p><i>Date:</i>.....</p> <p><i>Time:</i>.....</p> <p><i>With:</i>.....</p>
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Welcome to our Easter Newsletter

Opening Hours Over Easter 2004

	St Catherine's Surgery	Healthy Living Centre
Thursday April 8 th	8:15am – 6:30pm	8:30am – 6pm
Good Friday, April 9 th	closed	Closed
Saturday April 10 th	St George's Surgery open for all St Paul's 9am – 12 midday – emergencies only	closed
Easter Sunday	Closed	Closed
Easter Monday	Closed	Closed
Tuesday April 13 th	8:15am – 6:30pm	8:30am – 6pm

When the surgery is closed, in an emergency a doctor can be contacted by calling **Cheltenham 690198**

The Nurse Triage System at St Catherine's and the Healthy Living Centre

Like many other surgeries, we do not always have a free doctor's appointment when you phone up to request one. But in fact many people who request a doctor appointment do not actually need to see a doctor. Their problem can sometimes be sorted in another way. In order to sort out the most appropriate type of appointment for a patient who rings up in the morning and wants to be seen that same day, we operate a **nurse triage system**. A triage nurse is a nurse who has had additional training to enable them to make decisions about patient care. The receptionist that you initially speak to, will add your name, phone number and, where possible, a brief description of the nature of the problem to a list for the triage nurse to deal with. The nurse will phone you back and discuss the problem with you. She has various options. She may be able to provide advice for you over the phone. She may feel you need a nurse appointment and will provide one for later that morning. She can also refer patients either to have a phone call from a doctor or to be seen by a doctor once she has learnt the exact nature of the problem and decided what is most appropriate. In this way we aim to ensure that those people who genuinely need to be seen by a doctor, actually get to see a doctor, while those people whose problem can be sorted in another way get appropriate attention.

HAPPY EASTER

Attention all Smokers who want to give up

Smoking can damage your health and here at St Catherine's we want to help anyone who wants to give up smoking. For friendly practical advice on giving up smoking you can also contact the NHS Smoking Helpline on **0800 1690169**, or text phone on **0800 1690171**. The first step is to set yourself a date when you plan to stop. When you are ready to set a Quit date make an appointment with our practice nurse Sr Eggerton for support and Nicotine Replacement Therapy. The first appointment is for 30 minutes. Patients are then seen weekly for the first 4 weeks after they have quit, and then at longer intervals –these are all 10 minute appointments. Specialist Stop Smoking Advisor Pam Kennedy can be seen on a one to one basis at Lloyds Pharmacy in St Pauls' Medical Centre between 2:30-4:30pm on Tuesday afternoons. To make an appointment phone **01452 429345**. She also runs group sessions at St Pauls Medical Centre when numbers allow.

Gloucestershire Smoking Advice Service can also give advice about other stop smoking groups in Cheltenham and Gloucester. They are based at Albion Chambers, 111 Eastgate Street, Glos GL1 1DY, Tel 01452 429345. They will also contact people who have stopped smoking for 3 to 6 months and then at a year, to get an idea of countywide statistics.

We would also like to invite anyone who has tried to give up and relapsed to have another try.

“Don't give up giving up!”

Car Parking at St Paul's Medical Centre

We are aware that it is often not as easy as we would like to find a parking space at St Paul's Medical Centre. There are only 112 car spaces and 50,000 patients registered with practices at St Paul's! Please be thoughtful and tolerant towards other people who are trying to park. Remember that some of the people who are attending St Paul's will be quite unwell and it is not helpful to their wellbeing if on top of their illness they also have to cope with people being aggressive over car parking places. Thank you for your patience.

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

Look at our website and send us your repeat prescription request by email by going to:-

www.stcatherines-surgery.co.uk

Repeat Prescriptions

Medications are the most expensive part of our surgery budget. Because we have a fixed pot of money not an infinite one to spend on drugs, we have to be careful how we spend it. To do this, when a doctor prescribes you with a drug, he does not prescribe it with a Brand name – such as Solpadol or Tylex, instead they prescribe the generic drug –which in this case is Co-codamol. This is because brand name drugs are more expensive than the same drug prescribed using its generic name. Your doctor will usually only prescribe a specific brand name drug for you if it is called for due to a medical reason. If for a personal reason you wish to be prescribed a particular brand of a drug rather than the formulary that the doctor has prescribed for you, this can be done by requesting a private prescription. This means that when you go to the pharmacy to get it dispensed you would pay the actual cost of the brand name medicine prescribed rather than the usual standard prescription fee.

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