

# Chat from St Catherines

[www.stcatherines-surgery.co.uk](http://www.stcatherines-surgery.co.uk)

Welcome to our Newsletter Number 10

Summer edition 2005



*Your Next Appointment*

*Date:.....*

*Time.....*

*With.....*

## NEW TELEPHONE NUMBERS FOR ST PAUL'S

Following the results of the Patient Surveys that all the surgeries in St Paul's Medical Centre did last year, which showed up a lot of problems with the phones, St Paul's Medical Centre telephone system is being upgraded. Part of the upgrade requires us to move from Telewest to BT - This will mean that all of the practices here will have to change their telephone numbers – we hope that this inconvenience to you is more than made up for by improved telephone access to the practice.

From Wednesday 3rd August 2005 the NEW telephone numbers for St Catherine's Surgery will be:

<b>Doctor Appointments</b> <b>Nurses appointments</b> <b>Repeat prescriptions</b> (9:00am – 12:30pm Mon – Fri) <b>Enquiries</b>	<b>0844 477 8961</b>
<b>District Nurses</b> (9:00am - 5:00pm Mon –Fri only)	<b>0844 477 1861</b>
<b>Health Visitors</b> (9:00am – 5:00pm Mon –Fri only)	<b>0844 477 1860</b>
<b>Out of Hours</b> (when surgery is closed)	<b>08454 220 220</b>
<b>From abroad</b>  You cannot call an 0844 number from outside the UK so if you Need to call the practice from abroad dial:	<b>044 870 458 8134</b>

The new system is a menu system –you know the sort of thing (“to make an appointment press 1; to order a repeat prescription press 2...”) and it must be said that although most of us are not overly keen on this type of system, it is the most efficient way for us to deal with the current telephone demand for the surgery. We only have a small number of receptionists, so we need the system to pick up your call and connect you to the correct person –if that person is busy you will be placed in a queue and told where you are in the queue so that you can decide whether to hold on to be answered or phone back at a less busy time.

We hope that **you** will feel the benefit of the new system which should remove the frustration of hearing the engaged tone and having to ring back several times before getting through.

Please remember, for genuine *LIFE THREATENING* emergencies you should dial **999**.

The Healthy Living Centre phone numbers have not changed.

## ***WELCOME TO St Catherine's***

From June we were very pleased to welcome 2 new staff into the surgery team. Dr Wright - is replacing Dr Todd. Dr Wright will be working on the same days that Dr Todd was with us, namely Monday, Tuesday and Thursday but will not be doing the same surgery times. She will be at the Healthy Living Centre either on a Monday afternoon or on a Thursday morning depending on the doctors rota. Sr Sue Wilcock, who some of you may recognize from the Healthy Living Centre, now holds a Sexual Health clinic each Tuesday evening from 4pm – 6pm at St Catherine's Surgery.

### ***Appointments - Helping us to help you***

We try to provide as many appointments with our doctors as possible, but there are times when demand is very high. Also, when our doctors are away, we may have locum doctors replacing them who you do not know. Sometimes it may be inconvenient for you to come to the surgery, or it may not be necessary and a telephone appointment may be more suitable. There are a number of occasions when seeing one of our specialist nurses will provide you with the care you need.

Below is some information to help you decide what type of appointment is most suitable for you.

#### **Problems suitable for a phone discussion with the GP:-**

- \* Requests for sick notes when you have already seen the doctor for the problem
- \* Hay fever –discussion about medication
- \* Repeat episodes of tonsillitis
- \* Urine infections, e.g. cystitis
- \* Repeat episodes of sinusitis
- \* Emergency contraception
- \* Bleeding in early pregnancy

#### **Problems when it is appropriate to see the nurse first**

- \* Leg ulcers
- \* Advice and support about stopping smoking
- \* Travel vaccinations

- \* Wound dressings
- \* Weight management and advice on diet
- \* Contraception
- \* Asthma –routine monitoring
- \* Blood pressure check

If you ring up asking for a same day appointment for an urgent problem, the nurse or doctor may phone you back for a discussion, before an appointment is offered.

If you are uncertain about who to see or what type of appointment you need, you can ring and speak to one of our receptionists, or, alternatively ring ***NHS Direct -0845 4647*** for advice on general or specific medical matters.

#### **.USEFUL TELEPHONE NUMBERS**

<u>Benefit Enquiry Line</u>	0800 882200
<u>Childline</u>	0800 1111
Citizens Advice Bureau	
<u>Cheltenham</u>	01242 522491
<u>Cotswold Counseling Centre</u>	01285 885830
<u>Domestic Violence Advice Line</u>	01452 500115
<u>Eating Disorders Association</u>	01603 621414
<u>G'shire Assoc for Disability</u>	01453 885587
<u>Glos. Assoc. for Mental Health - GAMH</u>	01452 416575
G'shire Drug & Alcohol Service (GDAS)	01452 381166
<u>Listening Post</u>	01452 383820
<u>Parents under Stress</u>	08088 002222
<u>Postnatal Illness Assoc</u>	02073 860868
<u>Relate</u>	01452 522071
<u>Samaritans</u>	0845 7909090
<u>NHS Direct</u>	0845 4647