

Chat from St Catherines

www.stcatherines-surgery.co.uk

Welcome to our Newsletter Number 13

Spring edition 2006



Your Next Appointment

Date:.....

Time.....

With.....

COMINGS & GOINGS

Over the New Year period we have had some arrivals and departures. In early December, we said goodbye to our Senior District Nurse, Sr Louise Chambers who has taken up a new role in the community as Community Matron, something you will hear about in future newsletters. She has just been replaced by Sr Alison Bradshaw to whom we offer a friendly welcome. She will lead our District Nursing Team. Alison and her family have recently moved down from Leeds so are new to this area. Another of our district nurses will be leaving us in March 2006– for a while anyway –Sr Nic Stephens –as she is expecting her second baby, and we look forward to seeing the new addition when she or he arrives. On December 30th 2005 we also saw the departure of one of our longest staying staff members –Mrs Diane Williams, who had been with us for 15 years. Diane worked behind the scenes in administration so many of you may not have met her, but she is missed and we hope she is enjoying her retirement.

PATIENT SURVEY

Thank you to all those who took part in our patient survey in November, which took the form of a questionnaire prepared by an independent organization. We have now had the results from the survey. This gave us your opinion of St Catherine's Surgery and its doctors and staff. We then met up with a Patient Group to discuss the results. The good news was that the overall percentage approval rating of the surgery had gone up from 53% last year to 61% this year. We had gone up in percentage on every question asked, except one which was the one about our opening times. Our opening hours were changed in line with the new Government contract that came in 2 years ago and we do understand that a lot of patients miss the Saturday morning surgery we used to have. Watch this space – that may change.....! One of the things discussed with our Patient Group and which has come from our comments and suggestions box is the provision of drinks/snacks at the surgery –coffee machine/water fountain/vending machine. All the surgeries at St Pauls discuss this question. There are several problems with providing these services. Firstly, if you are coming to see your GP and have had drinks or food just before you see your GP, this may effect what is seen when looking down a throat or taking a temperature. Secondly, there is the problem of mess in the waiting room. We do not have staff capacity during the day to clear up spilt or left over drinks etc and our cleaning staff are only in during the evening. So after much discussion we have decided not to take up these suggestions

ATTENTION to anyone who wears a hearing aid

We now have an induction loop which is located behind reception. This is portable system which will assist your hearing while in the surgery. When you come to reception, you need to let the receptionist know that you have a hearing aid and they will turn the Induction Loop on – you will need to change your hearing aid to the “T” position. Make sure the Induction Loop then goes into the consulting room while you are with the doctor or nurse.

DOCTOR AVAILABILITY

When it comes to making an appointment with a doctor, we know that many of our patients prefer to see the same GP all the time, although we are happy for patients to see different GPs for different conditions if they wish. We also know that although we are a 2 site practice—St Catherine's at St Pauls Medical Centre and the Healthy Living Centre, most people prefer to visit the same site for their consultations. However, it is important for patients to know that we have 7 GPs that work regularly for St Catherine's Surgery but our doctors do not all work fulltime, and because the GPs' time is divided between the 2 sites they will not be available at each site every day. In particular Dr Liebert and Dr Wright—both female GPs—work 2 ^{1/2} days a week, and work at both St Pauls and the Healthy Living Centre—so for both of them there are several days each week when they will not be available at the site you may wish to visit. If you do not have one, please take a copy of our practice leaflet, which, on the inside of the front cover has the programme of which doctor is working where and on what day. If you look at this before you phone up to make an appointment, it will give you a better idea of what to expect if you are wanting to see a specific GP. Please remember, that if you cannot get to see the GP of your choice as soon as you would like to, you may be able to have a phone consultation. Discuss this with the receptionist.

COLLECTING PRESCRIPTIONS

Please remember when you have a prescription to collect, that you will have much greater ease of parking at St Pauls if you do not come along at the busiest time of day, which is in the morning. Alternatively most of the pharmacies will now collect your prescription for you. Go into your nearest pharmacy and talk to them about this. If you also order your repeat script on line or fax it to us on **0844 477 1859** this will save you the trip to St Pauls altogether. Or you can email us your request, by going to our website www.stcatherines-surgery.co.uk & following the heading "Repeat Prescriptions".

TWO REMINDERS

1. Every Tuesday afternoon from 4pm to 6pm we run a **Sexual Health Clinic** at St Catherine's. This is for both males and females and you can get both advice and check-ups. There is also a smear service at this clinic. For an appointment phone the main surgery number and go through to either main reception or nurse reception.
2. We still have a problem with patients who make an appointment with either a doctor or nurse and then do not turn up for that appointment, but do not cancel it so that it can be used by someone else. Please be thoughtful to other patients—if you have made an

appointment and are unable or do not need it any longer—then phone us up and cancel it. You can cancel appointments when the surgery is shut by phoning the regular surgery number, **0844 477 8961** at any time, and following the instructions on the phone. Thank you.

USEFUL TELEPHONE NUMBERS

<u>Benefit Enquiry Line</u>	0800 882200
<u>Childline</u>	0800 1111
<u>Citizens Advice Bureau</u>	
<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
<u>G'shire Drug & Alcohol Service (GDAS)</u>	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