



HONITON SURGERY NEWSLETTER

Summer 2008



The Build

As you will see, the new extension is taking shape and so far the building works are on schedule. The ground work took a long time but now the framework is in place and the floors, walls and roof will be added quite swiftly. The connection with the existing two storey building is going well. Naturally things will be less visible once the interior is being completed and equipped. We are hoping to open the extension by January 2009.

After that will come a 5 month programme of alteration and refurbishment to the existing building and will unfortunately continue to cause disruption to our normal working patterns. We hope to have completed the project by June 2009.

The relocation of a large part of our service to the hospital has gone reasonably smoothly and we are grateful for the cooperation and forbearance of patients, surgery staff and hospital staff in achieving this. Please remember when making an appointment to be absolutely sure which site you are being seen at.

Parking is a headache for everyone. Things will slowly improve when construction staff from the Renal Unit Project at Honiton Hospital withdraw and our own project workforce decreases. However, the final outcome will be designated parking spaces for medical staff, bungalow visitors and surgery visitors (which will replace all the spaces lost from the old surgery car park).

Thank you again to everyone for their patience and cooperation – we feel the end product will be worth the wait.

Dr Fiona Short

Dr Fiona Short is taking a sabbatical during June, July and August 2008. Dr Trish Lench and Dr Felicity Fidoe will be covering her surgeries during this time.

Dr Barber's Surgery

We have two locum GP's who are now covering Dr Barber's surgeries until his return and they are Dr Iain McBay and Dr Jenni Button

Improvements To Our Appointments System - Extended Hours And Appointments Within 48 Hours.

In an attempt to make it easier for you to make appointments we are extending our hours of availability from 1st July 2008. In addition we are restructuring our appointments and aim to have one available within 48 hours (2 working days) to offer you.

Our additional time will be between 7:30 and 8:00am on Mondays and from 6:30-8:00pm on Mondays to Thursdays inclusive. These are primarily intended for people who can't get to the surgery during normal opening hours due to work commitments. We will not be able to offer nurse appointments at these times.

You will still be able to book an appointment in the future with your own doctor but in order to provide the extended hours appointments and appointments within 48 hours you might be offered an appointment with a different doctor from this practice. You will of course be free to book any follow-up appointments with your own doctor.

Patients needing an appointment 'on the day' will still be offered the 'telephone triage service'. A doctor will telephone you back that morning. They will be able to arrange an appropriate appointment. Sometimes problems can be sorted out over the telephone without the need for you to come to the surgery.

New Associate GP

Dr Siobhan Gillespie will be joining the Seamark Practice as of Wednesday 9th July as the new associate GP, she will be replacing Dr Mike Wickens who recently retired.

Open Access Blood Clinic

We have introduced a new blood clinic on a Wednesday morning which runs from 9am to 12midday. This clinic is specifically for urgent and diagnostic bloods only.

Routine blood tests should be requested in the normal way and should be pre-booked.

Appointments

Over a 3 month period (1st April 2008 to the 30th June 2008) **17081** appointments were made available for patients to see their GPs, Treatment Room Nurse or an appointment for a blood test. **981** of these appointments were lost due to patients not attending for their appointment, these are broken down as follows:-

	Appts Offered	Appts
Missed		
GP	11389	484
Treatment Room	2144	184
Blood Tests	3548	313

Please can you inform us if you are unable to keep the appointment that you have booked.

Please allow time for repeat prescriptions!

When you request an item from your repeat prescription list, please allow two working days for us to produce the prescription and send this to the chemist. This time is necessary so that this routine work can be fitted into a day which is often full of urgent or emergency cases. We can produce these scripts faster in cases of genuine emergency, but this does cause extra work for surgery staff which can cause delay elsewhere. So to get the best out of the system please be organised and order ahead in good time before you run out.

After we produce the prescription and send it to the chemist, they then need time to package and label the drug. Please be aware that they would usually need one working day. One of the pharmacists recently told us that they have wasted a lot of time looking for prescriptions which patients believed had been lost but which were in fact in the process of being dispensed in the pharmacy.

This three-day turnaround period does sound lengthy but remember it applies to people on regular medications where you have time to plan ahead, and with hundreds of prescriptions going through the system each week extreme care is needed to avoid medication errors-this is not a process which can be rushed. Both the surgery and the pharmacies can do prescriptions much faster than this in urgent cases but this will delay everyone else's routine care and increase the chance of mistakes.

Support Your Surgery Campaign

Many thanks to all our patients who have signed the support your surgery NHS 60th Birthday Card in the practice or online at www.supportyoursurgery.org.uk.

Dr Beth McCarron-Nash visited number 10 Downing Street as part of a BMA delegation on 12th June to hand in the national petition.

GPs are worried that Government plans to introduce more commercial providers into general practice could destabilise existing services, depersonalise care and put some GP practices under threat.

To support NHS General Practice please sign the petition online at www.supportyoursurgery.org.uk or write to our MP Angela Browning or the Devon PCT.

Honiton Surgery Patient Group

Honiton Surgery has an active Patient Group who meet regularly with members of staff at the surgery to discuss current issues. If you have any queries, concerns or feedback (positive or otherwise) please do not hesitate to contact one of the members listed below, they will be pleased to hear from you:-

Mr Alf Boom – 01404 548745
Mrs Val Royle – 01404 44463
Mrs Meg Pipe – 01404 850855

Self Help Information

A comprehensive list of support groups and other useful organisations in the Exeter and East Devon area has been put up on the noticeboard to the rear of the surgery waiting room. This information can also be accessed on the internet by going to www.devonline.gov.uk/community

Do we have your correct contact details?

Let us know if you change address or telephone number.