



Phoenix Surgery Newsletter

www.thephoenixsurgery.co.uk

Patient Satisfaction Survey

We are delighted to announce that Phoenix Surgery once more achieved the maximum award in the Department of Health Survey that took place earlier this year. This means that patients who were surveyed (a random selection) were happy with the service we offer of being able to get an appointment to see their doctor within 48 hours if they wish, and to also to be able to plan ahead and book appointments for up to six weeks in advance if they'd prefer.

Last year we invested in a new telephone system and the survey results for this year indicate a significant improvement

in the service that we are able to offer. We are now able to have four receptionists taking calls during the busiest times of the week, eg Monday mornings, rather than the two lines that were available in our previous telephone system.

We'd like to thank everyone who took the time to complete the survey. The Department of Health surveys a selection of patients every quarter.

We welcome your views on how you feel we are doing and what we can do to improve our service to you. There is also a feedback / suggestion box at Reception. Please do let us have your comments.

See receptionists and tell them your mobile phone number and we can text you a reminder of your appointments with us!



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Seasonal Flu

We shall be holding our Seasonal Flu vaccination clinics from 6th October until the end of the year. If you are aged 65 or over you will be eligible for a vaccine. If you have a long term condition and have had a vaccination in previous years you are also advised to be vaccinated. You may be eligible if you are a carer for someone whose health would be put at risk if you were to become ill.



Special points of interest:

- Patient Satisfaction Survey
- Seasonal Flu
- Kemble Surgery

***** DON'T FORGET TO USE THE TOUCH SCREEN IN RECEPTION TO REGISTER YOUR ARRIVAL FOR AN APPOINTMENT*****

Kemble Surgery



Dr I Simpson and Dr C Goldie

Who both work at Kemble Surgery

As part of our ongoing commitment to keep Kemble Surgery open we have been looking at ways to increase and improve services to our patients there. We recently conducted a survey of patients to assess the usage of the Surgery and more importantly, its Dispensary and would like to thank all those patients who returned the survey and provided us with valuable feedback, and to all the patients who continue to use and support the surgery.

In order to keep the services going in this difficult economic climate, we need to make sure the Dispensary is used sufficiently to keep it viable.

One of the services offered from Kemble is Automatic Repeat Dispensing – for patients who have repeat medications that they require every 28 days. Patients are given a list of dates that their medication will be ready for collection so that they do not have to remember to submit their request. Patients already using this service have made very positive comments about how well this service works. They can still request additional medications that are only needed on an as-and-when basis.

Any patients wishing to set up this service at Kemble Surgery may contact the surgery on 770640.

The Surgery and Dispensary opening times are listed below:

	<u>Usual Doctor</u>	<u>Surgery</u>	<u>Dispensary</u>
Monday	Dr Simpson	4.00 – 6.00pm	3.30 – 6.30pm
Tuesday	Dr Goldie	2.30 – 5.00pm	2.00 – 5.30pm
Wednesday		closed	closed
Thursday	Dr Simpson	8.30 – 10.00am	8.00 – 11.00am
Friday	Dr Goldie	8.30 – 11.00am	8.00 – 11.30am

Earlier and Later Opening Times

We continue to offer additional appointments to consult with your doctor, either early in the morning or after 6.30pm for those who have difficulty in coming during our normal surgery hours. We also offer bookable appointments on alternate Saturday mornings. If you wish to book an appointment, please contact our reception team and they will inform you when your doctor is available for these extended surgeries.





Dr Rohit Sethi and the Madina Appeal

Each year Dr Rohit Sethi has the opportunity to volunteer some of his time to work on medical projects in a small town called Madina, which is in Sierra Leone, West Africa. This is one of the poorest countries in the world which has been destroyed by a terrible civil war. The following are some of the health statistics:

-1 in 4 children will die before their 5th birthday

-Average life expectancy for a man is 48 and for a woman is 50

-A woman has a 1 in 8 chance of dying when

pregnant or in child birth- There are only about 70 doctors for the whole country (Population 6million)

Whilst in Sierra Leone, Dr Sethi helps with running a child feeding centre and rural health clinics. He is also involved in nurse training so that when he leaves, they can continue with health service improvements.

To help raise money for medical equipment and medicines, Dr Sethi has started a charity called Help Madina. If you would like to make a donation or read

more about the medical projects that Dr Sethi is involved with, please go to www.helpmadina.org.uk Leaflets are also available



Is It Time To Quit Smoking?

Free local help is available if you are ready to set a date:

Sarah Beasley (Practice nurse)

Hazel at Chesterton Pharmacy

Gloucester Stop Smoking Service (GSAS) 08454 220040

Gloucester Quit Stop Shop open Mon - Sat 07778353304



Remember that you significantly increase your chances of stopping if you attend a behavioural programme run by those people trained to support your quit attempt.

Prescriptions

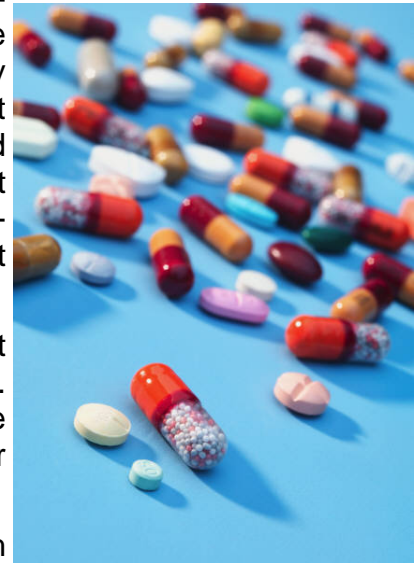
Did you know that there is no need for you to collect your prescription from the surgery? Once you've made your request we can arrange for your new prescription to be sent to the pharmacy of your choice so that you can make just the one visit to collect your dispensed medication. Please indicate which chemist you'd like your prescription to be sent to on the form for completion at Reception, or the right hand side order form of your previous prescription. You are also able to specify this if you order your repeat medication on line.

It is possible for most patients to be able to order their repeat medicines on line. This service has become increasingly popular. Please remember to stipulate which pharmacy you would like the prescription to be sent to. Your medicines will then be ready for collection from the pharmacy in 48 hours.

The on line service also enables you to book an appointment with your doctor. If you are interested in registering for this service (Emis Access) please enquire at Reception. Unfortunately we are unable to offer this facility to patients who are under 16 years of age.

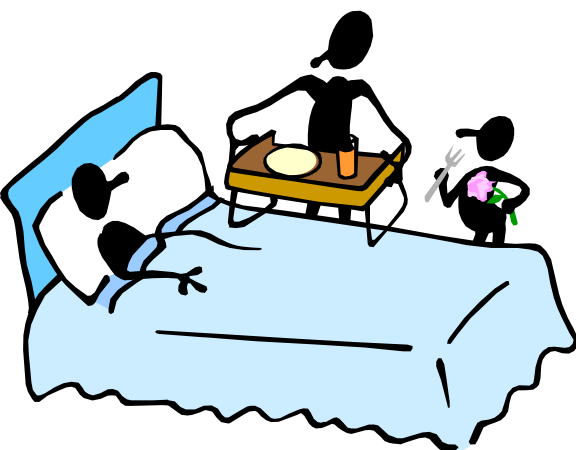
You can also leave a request for a repeat prescription at the local pharmacies and they will bring it to the surgery.

If you are taking regular medication, you may be able to collect your medicines each month from your chosen pharmacy for a period of six months or more without having to order your prescription from the surgery every month. For further details please ask our receptionists or mention it to your doctor when you next visit the surgery.



Are you a Carer?

Do you look after someone who is frail, ill, disabled or mentally ill? If so and you do not get paid for this, you are a carer and we would like to support you. We would need your permission to hold your details on our register of carers on our computer system. If you would like to go onto our Carers Register, please ask for a registration form at Reception or visit our website.



We are developing a carers section on our website which will enable us to share any news or updates on current services that are available to carers. We hope to have this service available by the end of October.

We are on the Web

www.thephoenixsurgery.co.uk

Car Parking



We now have two designated parking spaces for the disabled. These parking spaces are for Blue Badge holders only. We are aware that the car park does not always offer adequate parking space, but would remind you that street parking is also permitted on Chesterton Lane.

Sexual Health

Chlamydia is a bacterial infection. It is easily passed from one person to another through sexual contact. Often there are no symptoms. If you wish to have a simple test please mention it to your doctor, nurse or receptionist; we now have packs available for self testing. Chlamydia is easily treatable with antibiotics.



EMIS Access **Online Appointment Booking &** **Prescription Ordering Service**

Repeat prescriptions and single doctor appointments are available to order/book on Emis Access via the internet at any time of the day or night! To get access to the online appointment booking and repeat prescription service please ask at reception.

Please note that some form of identification will need to be seen at the practice when picking up passwords for this service. This can only be done in person and will not be sent through the post.

You CANNOT book special appointments such as annual review or nurse appointments they need to be booked directly on 01285 652056

Please inform the surgery of any changes — particularly important is change of address and phone numbers

WELCOME to Dr Hannah Minor



Dr Minor started with us in January, and I am sure that some of you may already have met her. She worked with us for 6 weeks before taking maternity leave.

We are very excited to announce that Dr Minor will be back with us at the end of September as a permanent member of staff.

We look forward to having her back with us.

Dr Minor's specialist subjects are in Family Planning and Education.



Dr Rohit Sethi and the Madina Appeal

You can learn all about Dr Sethi's appeal by visiting the following website:

www.helpmadina.org.uk

Surgery closed for staff training

The Phoenix Surgery and all of its branch surgeries will be closed from 1.30 to 4.30pm on:

Tuesday 13th September

Wednesday 12th October

Thursday 17th November

Thank you for your co-operation and we apologise for any inconvenience this may cause.



Phoenix Surgery

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