

St Paul's Medical Centre

May/June 2007

Newsletter



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Staff News

Dr John Anderson is taking extended leave from August until the end of October. Dr Sean Hudson will be undertaking his locum and will be available to see his patients during this time.

Dr Anna Freeman

Dr Freeman joined us as a gp registrar in February; she is a fully qualified doctor. she is here until the end of September to complete her gp training.

Practice News

Bank Holiday Closure

Monday 25th May—BOTH surgeries will be closed; Cuedoc will be available for emergencies.

Please allow extra time for prescriptions. Tues 26th May will be very busy due to the closure; please do not 'phone unless absolutely necessary that day.

Opening Hours

As the practice is constantly looking at ways to improve its service; we have recently introduced a limited amount of bookable evening appointments, at St Pauls ONLY. There will be no 'drop in service' and as CueDoc is still in operation it is not an emergency service either.

We have one doctor working until 18.50 each weekday with some late afternoon nurses appointments too, there are some days this may not be possible so it is not guaranteed to be every day.

There will not be any later appointments available at Arnside House.

From 2nd June we will be able to offer a limited amount of Saturday morning bookable appointments too. There will not be Saturday surgeries on any of the Bank Holiday or Christmas weekends.

CueDoc will still be in operation from 18.30-8.00 each weekday and all weekend; our telephones will only be open 8.00-18.30 Monday - Friday as now, anyone without an appointment needing treatment outside these times will need to contact CueDoc in the usual way.

Well Woman Clinics

Dr Swain & Dr Dodgeon (and Dr Edwards for implants) are now running the Well Woman clinics, there are appointments available at St Pauls and Arnside House.

House Visits

If you need a doctor to visit at home please try and call before 10.30 in a morning if possible. This helps with the planning and allocation of visits. Our usual practice is to take your details and then a doctor will call you back to assess the call; this enables us to prioritise calls in order of urgency.

Visits are allocated to doctors covering various areas in the town to ensure efficient use of time and resources. This could mean you may not always get your 'own' doctor for a house visit.

Health Visitors

The health visitors are no longer based at the surgery every day. Anne is based at an office in the West of the city (Morton etc) tel: 514046 and Kath in the South (Harraby, Currock etc) tel: 603257

At the moment the drop in baby clinic for advice, weight checks etc still runs each Monday 1.30-3.30 at St Pauls and there are appointments 4-5 for immunisations. However from the 2nd July they will no longer run a 'drop in' baby clinic on a Monday but will see patients for immunisations by appointment only 3.00-5.00.

There will be a 'drop in' baby clinic starting each Thursday from 7th June at Close Street Community Centre 1.30 -3.30 where anyone with a child can access this clinic.

They also have a morning at Arnside House each Wednesday- by appointment only. Eight week baby checks will now be carried out by the doctor only. The practice nurses can also give childhood immunisations. It is very important that your baby is registered as soon as possible in order for them to be called for check ups and immunisations. Please hand the pink registration form into reception as soon as you have it.

Smoking Cessation

Because of the changes in the health visitors employment they are no longer able to do smoking cessation. All patients are now referred to central clinic please ask at reception or see your doctor if you need referred to this service.

It is very important that we record your smoking status, so for this reason you will notice that slips are being handed out in reception to collect this information.

Training Afternoons

The next session is an extended session on Wednesday 23rd May Arnside House will be closed **all day**.

St Pauls will be remain open but there will be NO TELEPHONE SERVICE in the afternoon. During this time CueDoc is in operation

Patient Forum

The practice is trying to develop a patient

forum , so that you can have your say on how St Pauls is doing and what you would like us to improve on; giving you the opportunity to work with us to improve standards. If you are interested in joining this forum please contact Tracey Scott, Practice Manager.

Wasted Appointments

You may have noticed our posters informing you of wasted appointments through non attendance, we are regularly seeing losses of up to 100 appointments per week. To make matters worse some of these were double appointments and some patients had only made them the **same day!!!**

Our appointments are very much in demand and it is extremely frustrating for clinicians and reception staff when appointments are not kept and of course for you as patients when you struggle to get an appointment. Please remember to cancel any appointments you no longer need in order for us to offer them to someone else.

We are currently researching a reminder service which uses text messaging on mobile phones. This system is in use in other areas and has been shown to significantly reduce rates of non attendance.

It is also important for the practice to ensure all patient contact details are correct and up to date. For these reasons you may be asked if your details are correct or for any numbers we do not already have on record for you. If you change your address or any other details please let us know.

If you would like to ensure your details are correct please complete the back page of the newsletter

'It's a Knockout'

The practice is entering a team into the annual 'It's a Knockout' competition that takes place at the Cumberland Show in July. All proceeds raised from this charity event go to Eden Valley Hospice.

Dr's Helen Lawrence & Sean Hudson plus our retired friend Brian Scroggie along with seven other crazy employees are prepared to get wet & silly to raise funds for this very worthy cause. If you would like to support us please ask at reception.

Confirmation of Patient Details

Full Name:.....

Date of Birth:.....

Address + Post Code:.....

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Home Telephone Number:.....

Mobile:.....

Work or other contact number:.....

Next of Kin:.....

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Thank you for your time in completing this information.
Please hand this form into reception.