

# St Paul's Medical Centre

Spring 2007

Newsletter



Tel: 01228 524354  
Fax: 01228 616660  
E Mail: [admin@spmc.co.uk](mailto:admin@spmc.co.uk)  
[www.spmc.co.uk](http://www.spmc.co.uk)

## Staff News

### Dr Sally Roberts

Sally will return Thursday 5th April 07 for one day per week for six months; she then will increase to two days a week.

### Dr Anke Selbmann

Anke has left us to take up a partnership at Spencer St surgery. She finished at the end of February.

### New Doctors

Due to Dr Selbmann leaving and Dr Roberts reducing her hours; we are pleased to inform you that **Dr Ross Kelly** and **Dr Kevin McStay** will be staying on to work with us permanently. Both are currently completing their gp training at the practice.

### Locum Doctors

**Dr Joanna Zakrzewski** - Known as **Dr Jo** Will be with us from March - May.

**Dr Gavin Torr** will also be helping out with various dates.

**Dr Sean Hudson** will 'officially' finish his locum cover for Dr Roberts at the end of March but will be helping out with various dates.

### Practice Nurse

Mandy Dixon left the practice at the end of December last year. We have now appointed Eileen Rimene to join the team; she will be starting at the end of March. This has meant the nursing team has been left short staffed; we do apologise for the shortage and delay in appointments.

### Sally Bennett

Sally re-joined the practice team in December last year; she is carrying out a specialist physiotherapy role assessing patients prior to hospital referrals. If you need to see her your doctor will refer you.

All regular referrals for physio are still directed to the department at the Carleton Clinic

## Practice News

### Telephone System

The practice would like to apologise to patients for the difficulties we had with our telephone lines in January of this year. Our incoming lines are due to be changed from analogue lines over to digital and BT were carrying out some work at the exchange; they encountered some problems and during this time some lines were not connecting to our system so just rang and rang with no answer and others were not working at all or gave an engaged tone. Unfortunately this was a situation beyond our control and we do apologise for any inconvenience caused.

The lines are due to be changed over some time soon which in turn will mean we have to alter our system ; we are not exactly sure yet what changes need to be made. The main priority is to ensure that the telephone system operates correctly and efficiently. At present we have a message system in place which cuts in when lines are busy - this does alter the tone - please don't hang up, wait for an operator.

We will keep you informed about any changes to the system.

### **Well Woman Clinics**

Dr Swain & Dr Dodgeon (and Dr Edwards for implants) will be taking over the Well Woman clinics, there will be appointments available at St Pauls and Arnside House.

### **Opening Hours**

The practice is currently looking at ways to offer a wider range of appointment times. From Monday 2nd April we will be offering 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 hope to 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.

We also hope to offer a limited amount of Saturday morning bookable appointments too; again this will be later in the year. There will not be Saturday surgeries on any of the Bank Holiday or Christmas weekends.

We are still in the planning stage, looking to start surgeries Spring/Summer time. Watch out for posters, newsletters and notices in the coming months.

CueDoc will still be in operation from 18.30-8.00 each weekday night and all weekend; our telephones will only be open 8.00-18.30 Monday - Friday as now, anyone needing treatment outside these times will need to contact CueDoc in the usual way.

We will keep you updated with news as this new service progresses.

### **Easter**

Both St Pauls and Arnside House will be **closed** on **Friday 6th April** and **Monday 9th April for the Easter holidays**.

During this time CueDoc will be available on 401999

### **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. 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.

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. 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

### **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.

### **Training Afternoons**

The next session is Tuesday 24th April Arnside House is closed all afternoon and St Pauls 1.00-5.00. 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.

### **'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.