

Patient Newsletter

Station View
Health Centre

Staff

The partners are saddened to announce that Dr David Gillmer, has now left the practice. Whilst he enjoyed his time here at Station View, this decision was made purely around travel time, which became too much after he was offered a role in a practice a couple of miles from his house. We are hopeful however to have secured a replacement, and will provide full details of our incoming potential partner once this is official.



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Special points of interest:

- *Staff*
- *Equipment*
- *Text Service*
- *Friends & Family Test*
- *Blood Tests*
- *Appointments*
- *Premises*

We have also welcomed another GP registrar, Dr Carlene Luo, who will be with us for the next couple of months, before returning again in the future as her training progresses.

Equipment

A new check in screen has now been purchased, and will hopefully be fitted by the 18th March, and will go some way into reducing the recent queuing issues we have had.

A new phone system has also been purchased, and will also be fitted in March, and should allow for a better hand off in calls, and an improved waiting time/experience. We are however still limited to the number of lines coming into the building, so would still ask for general queries and test results to not be phoned until after 11 a.m.



Text Service

We have introduced a new text service, which offers appointment reminders, the ability to cancel an appointment, and the ability for us to contact you regarding future events/test results etc. If you have not already signed up for this service, please let reception know your mobile number to be added to the list, and also let us know if you change your number.

Friends and Family Test

We have now introduced the friends and family test via our text service, so if you have had a pre-booked appointment, and we have your mobile number, you will be asked to answer a simple question and rate the service provided. We will then use this information to see how we can improve our services further.



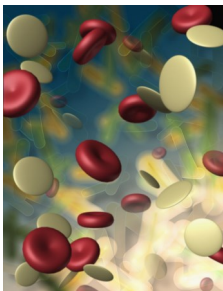
Blood tests

Patients are once again reminded that appointments for blood tests can be booked in advance AT THE HEALTH CENTRE IN HILL STREET, TELEPHONE NUMBER 01455 441885.

Our appointments continue to be released only at 9am on the day to allow for the rush at 8.30am for GP/Nurse appointments to get through first. These can be booked over the telephone on the day or attendance in person for later that morning (subject to availability). Only fasting blood tests can be booked in advance at the surgery.

An explanatory leaflet is available from reception.

Patients should note that the receptionists work strictly to the instructions of the doctors and they cannot vary this system for booking blood tests.



Premises



Thank you for bearing with us with the recent changes in our waiting area. We are currently in the process of redesigning the practice area, to include a new phlebotomy room, two new consulting rooms, a dropped reception desk to give access to wheelchair users, and a private interview room for any more confidential discussions. Hopefully this will have significant changes for the better and whilst we have had to work with the existing configurations of the building, will improve our practice further.

Appointments

As you know it is becoming increasingly difficult to get an appointment when required. To aid this there have been a few local measures. One is Pharmacy First, where we encourage patients with many minor ailments and conditions; cough/cold/sore throat/fever/earache etc, (see information leaflet in the practice/local press for full details), to approach the pharmacist before making an appointment, as Doctors' appointments aren't always necessary. The pharmacist can issue the same prescriptions (including free if entitled) as your Doctor. The other is Boots the chemist are offering a local sore throat service, where again they can prescribe the same medication as your Doctor. Hopefully if these alternatives are considered, we will then have enough appointments for our more serious cases.