

Dr P W Love
Dr K B Sykes
Dr I Hassan
Dr K Strachan
Dr S Turner

THE SANDRINGHAM PRACTICE

Tel 01302 321521 Fax 01302 761792
Website: www.thesandringhampractice.co.uk

Health Centre
Sandringham Road
Intake
Doncaster
DN2 5JH

NEWSLETTER FOR PATIENTS NOVEMBER 2008

This newsletter has been a long time in the pipeline and my apologies for that. I originally started thinking about it on September 24th so you can see I would never get on very well in the news industry. I was very lucky to go on holiday to Venice for a few days and since I returned life has been chaotic to say the least. Venice is a wonderful city and the weather was superb but I was amazed about the amount of graffiti on the shop shutters and walls. If we had as much as this in Doncaster there would be an anguished outcry, so it is not all that bad in our beloved town. Anyway onto business.....

RECEPTION STAFF

We were sorry to lose Sally Graham in September, she has moved on and has taken a place in Alcohol Services in an area where so much help is needed at present. Of course one person's departure means opportunities for others and we have two new receptionists to help out so a big welcome to Nicki Clegg and Lorraine Regan both of whom arrived with several years of customer relations work in their respective careers. They have so far been busy getting to grips with general practice life but so far have not been given a uniform mainly because all the staff in the reasonably near future will be kitted out afresh. We all wish Nicki and Lorraine a happy and fruitful time working with us.

MEDICAL STAFF

We have been very lucky to have Dr David Gibson with us for several months now acting as Locum GP working a few sessions each week with us. This is helpful in providing extra appointments and many of you will have met him and benefited from his years of experience as a GP. Dr Craig Gordon is in his final six months as a GP Registrar and whichever practice takes him on as a GP will find themselves very lucky as he is an extremely diligent and intelligent worker with bundles of energy. It never ceases to amaze me that he commutes from Nottingham each day but then he is quite young. Over the last few weeks we have had the pleasure of providing general practice experience for two medical students, Georgia and Hanife. Medical students come from Sheffield for seven-week attachments doing some consulting under supervision for the last three weeks of their stay with us. These student doctors are of course the lifeblood of our future healthcare and we do enjoy having them around.

FLU VACCINES

Many of you have already experienced our Saturday morning flu sessions, there are still a number of you who have not yet had your flu vaccines. Flu vaccines are offered to all those aged 65 years and over. It is also offered to all those with chronic lung diseases such as bronchitis, emphysema and asthma, heart disease, kidney disease and diabetics, also those who have no spleen or those who are on immunosuppressants or mild doses of steroid tablets. As well as these worthy patients people who are the main carer for an elderly or disabled person should have the flu vaccine. Last week I was at a course at the Heart and Lung Institute in London,

there was a world expert on flu viruses and there is no doubt that the medical thinking is that it will not be long before we have a flu epidemic to rival that of the late 1960's. If you are one of those people who are on the above list of ailments and who have not yet had a flu jab this year then we would strongly urge you to contact the practice to make an appointment for a flu vaccine.

NUMBERS

Since our new building opened in July 2006 we have had 2,000 new patients. Of course patients leave the practice for various reasons but overall our list size has increased by 1,000 patients approximately in that time. We now have close to 9,000 patients on our books. We signed 14,244 items for prescriptions in September and in amongst that lot there are many items that patients request which are not actually on their repeat list. This all takes time so once again I would urge you to allow at least two **WORKING** days to collect your prescription from us. We continue to struggle with patients not turning up to appointments and lose around 1700 appointments each year, we waste a full morning GP appointments per week and even more for our Nurses. We are not allowed to charge patients for missed appointments as has been suggested by some of you but we do try and operate a robust policy for removing repeated offenders from our list. Please spread the word that each wasted appointment is a disappointment for somebody else.

INVESTIGATIONS RESULTS

When you have a blood test taken or an x-ray done it is natural that you would like the result as soon as possible. With our computer linked to Pathology laboratories we do get a very good service for blood and urine results as well as results from the x-ray department. Occasionally not all results come back in one go and it is not unknown for a patient to ring up to be told that the result is normal and then another result comes back which is abnormal. To avoid this happening please ring **ONE FULL WEEK** after your test has been done for the result and ring after 11 o'clock in the morning. In general if the result comes back that we would consider abnormal or that we would like to discuss with you then we will contact you. That cannot however be absolutely guaranteed as occasionally results go missing etc. Our staff will explain this to you when you have your investigation done but please bear with us and give us time to be able to get all your results back before contacting us.

HOUSEKEEPING

We do see people walking across the grass, riding bikes up and down the grass and trampling through bushes etc. **PLEASE DON'T!!!** We have also noted problems at peak times with car-parking. We have asked the PCT our landlords to liaise about this with local schools. Unfortunately there have been times when there has been quite a lot of verbal abuse in the car-park. When the centre was built a couple of years it was in the planning regulations that a lot of people would either walk here or bike it - I wish!! By the way, the planning rules are not ours. Finally, knowing my recent track record in delivering newsletters I don't think there will be another one this year so may I wish you all a peaceful Christmas and may your New Year be a happy one.

PS I have not mentioned football, like life it's a battle at the moment.

Cheers for now

DR K B SYKES