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# THE SANDRINGHAM PRACTICE

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## NEWSLETTER FOR PATIENTS MAY 2009

Hi folks

I was checking our website [www.thesandringhampractice.co.uk](http://www.thesandringhampractice.co.uk) a few days ago and noted that I hadn't done a newsletter since February. You may recall my oldest son had run aground in the Antarctic which added to his adventure. He was travelling with an American company and such is their compensation culture that he was immediately refunded 50% of the cost of the holiday plus a free bar. I am not convinced that that would have happened with an English company but somebody out there might tell me otherwise. Of course it is holiday time again, so do make sure you are insured, have all your medications with you and enjoy whatever you get up to.

### **DR LOVE**

Some of you may be aware that Dr Love was taken ill on 8<sup>th</sup> May and had to spend a few days in hospital. I am not at liberty to say what happened but suffice to say that he is making a good recovery and is recuperating well at home. He may be away for a little time yet but I know that he is very keen to return to the fold as soon as he is able. Incidentally I believe this is the first time he has been off ill for more than a day in his 32 years at the practice. We of course wish him well on your behalf. Any protracted absence puts a strain on the system but we are lucky to be in the process of engaging locums to help cover his absence and reduce the appointment backlog.

### **LEAVERS**

Time passes us all by and at the end of April it was time for Pauline Firth to move on to a happy retirement. Initially Pauline worked with us on reception but for the last umpteen years has been a major part of our secretarial staff ensuring all our referral letters amongst other things reached the hospital in quick time. Her accuracy and speed of typing has been exemplary and in her 25 years with us has provided wonderful service to ourselves and of course to you our patients. One could say she rode off into the sunset as her parting gift was a bike amongst other things but in fact she flew off her Florida to visit her parents for six weeks, no doubt to get us out of her system.

At the end of this month, May, we are losing Patsy Mason who has decided to call it a day after 20 years at the coalface, she has always been a bright and smiling face at reception dealing with everyone's queries and problems. With a splendid sense of humour she certainly knows how to keep the doctors in their place. I know she will be missed by you all and of course we will miss her too. She tells me one of her next ventures is a trip to the Caribbean so it is obvious we pay the staff too much although they will deny that!! We wish both ladies well and hope they have a very happy retirement.

### **NEW STAFF MEMBERS**

Lesley Baxter has been taken on to work partly in reception and partly in the admin department at the practice. She used to work locally in a solicitors office for many years involving conveyancing and property management side of the legal profession. She has two sons aged 21 and 14 and enjoys swimming, reading and football. She is a fervent Doncaster Rovers fan but I wasn't

involved in her interview. She tells me she is settling in ok and the work here is completely different to the legal world. We hope that she enjoys her time with us.

We did appoint a new secretary to replace Pauline but unfortunately the hours did not suit and she has moved on to the hospital where there was a full time job available for her so we are in the process of employing a new secretary and there will more about that in the next Newsletter.

## **MEDICAL STAFF**

I am sure you will all be pleased to know that we are in the process of advertising for a new salaried doctor to work here at the practice for seven sessions a week. The adverts are in the medical press and applications are starting to arrive and hopefully before too long we will be able to announce the name of the new doctor who will be working with us as a GP and hopefully have a lengthy career with us. This is an extra position and none of the current partners are in the process of leaving.

Aqsa Saeed our Registrar has settled in well, she has been successful in some examinations recently for which we give her our congratulations and she has recently been on holiday so is now fully committed to us for the next three months. She always has a smile on her face so I am sure she is enjoying her time with us. At present we have a medical student, Lepa Lazarova who heralds from Macedonia and has been in this country for ten years or more, she is attached to us as part of our medical student programme in conjunction with Sheffield Medical School.

## **SECURITY ISSUE**

When we do what we call extended hours from 6pm to 8pm on Wednesdays and on alternate Saturday mornings from 8am the automatic sliding doors are locked. PLEASE DO NOT TRY TO FORCE THEM OPEN. This causes damage to the mechanism. If you have an appointment for a Wednesday or a Saturday morning session please ensure that you use the buzzer system by the front door, there is a notice there about this.

## **PRESCRIPTIONS**

As you well know medications are complicated items and it is important that we process all your repeat prescriptions accurately. It is therefore extremely important that you allow the full 48 hours notice in the working week, i.e. not including weekends to process your prescription requests. Prescriptions can be requested electronically as long as you have asked reception how to do so. This of course would be through our website address. Repeat prescriptions does not always involve just clicking a few buttons and please remember that the doctors have surgeries and other things that they have to do as well as signing repeat prescription items so please allow the 48 hours.

Finally let's hope for an enjoyable summer with time to relax. Whatever you do to keep the body fit remember to do your regular exercise and to eat a healthy diet ..... just like me.

Best wishes

**DR K B SYKES**