



STOCKTON HEATH MEDICAL CENTRE

DECEMBER 2011



Welcome to this first newsletter to share news of what's been happening at the surgery and what is in the pipeline.

Thank you for being part of this new venture. We hope this will be a 2-way process and we look forward to hearing from you with feedback about our services.

In April of this year our Patient Participation Group (PPG) ran a patient questionnaire and requested feedback from patients attending surgery.

Four topics were highlighted in Patient's replies:

- Prescriptions
- Queues & Delays
- Telephone system
- Appointments

The practice looked at these areas and made improvements which are ongoing. For further details see the PPG page on the website

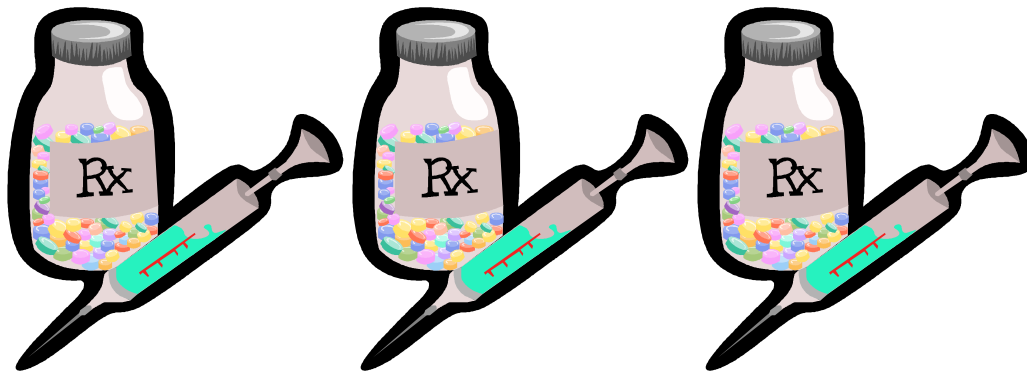
STAFF NEWS

- In April Dr Stott retired after many years of service to the local community. She intends to spend her time gardening and bird watching.

- In June nurse practitioner Fran Syres commenced at the practice. She is highly experienced with specialist interests in diabetes, asthma care and women's health. She is also able to diagnose, prescribe and refer as necessary.
- In July Dr Freeman retired after many years of service to the local community. He intends to spend his time travelling.
- In September we welcomed Dr Zoe Thompson, a newly qualified GP who has relocated from the north east and has quickly established herself as part of the team.
- Our admin team has remained unchanged over the past 12 months providing stability in a time of change.

NEW DEVELOPMENTS

- **DOCMAN – Document Management:** the practice has purchased this new computer system with the expectation that it will improve efficiency for the practice team and a better service for patients. Documents will be filed immediately onto the computer and sent via 'work flow' to the GP's inbox. Documents can still be viewed by other members of the team e.g. admin team, specialist nurses, clinicians, etc. Watch this space!
- The practice continues to look at further ways to improve the reception area and the service to patients.
- At the open day in September patients, service providers and medical centre representatives enjoyed meeting each other and learning about external services available in the community. During 2012 we aim to provide a rolling rota of service providers visiting the practice on a regular basis.



SEASONAL TIPS

- **Flu vaccinations**
Very good up take this year. We started early with advertising to encourage patients to book and almost 3000 have already been jabbed by our very gentle nurses!! There is still time to have the jab if you are in a high risk group.
- Are you organised with your holiday vaccinations?
- Have you planned where you are going? Do you know what you need? Some vaccinations need time to take effect.

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- COUGHS COLDS FLU ETC – antibiotics –
- PHARMACY ADVICE
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CHRISTMAS OPENING HOURS

Christmas opening hours -

The surgery will close on Friday the 23rd December at the normal closing time until Wednesday 28th December.

New Year opening hours -

The surgery will close on Friday 30th December normal closing time and re open on Tuesday 3rd January.

Please look at the information about what to do when the surgery is closed in 'Opening Hours'

The surgery will not be closed on the last Thursday of December.

The practice is still looking for participants who will share opinions on-line about proposed changes and services offered by the practice. We call this a Virtual Patient Reference Group. Contact: karenwright7@nhs.net



MERRY CHRISTMAS & A HEALTHY HAPPY NEW YEAR TO ALL