

LONG CLAWSON MEDICAL PRACTICE NEWSLETTER



Welcome to the third issue of our Newsletter. If you have any suggestions for future issues please let us know. We would value your input.

MEDICAL SECRETARY - JOY BATESON

In August last year I became the Practice Medical Secretary. This was a new position and was primarily created to help the GP's with the new Electronic Booking System better known as Choose and Book.

Choose and Book is a national electronic referral service which gives patients a choice of place, date and time for their first outpatient appointment in a hospital or clinic. Patients can choose their hospital or clinic, and then book their appointment to see a specialist with a member of the practice team at the GP surgery, or at home by telephone or over the internet at a time more convenient to them. All the GP's work in different ways, some prefer to arrange the appointment with you whilst you are in the consulting room and others prefer to pass the instructions over to

me to arrange and contact you with the details. If you have had a referral to hospital and are experiencing any problems with booking your own appointment please contact me and I will try to help.

Included within my role is the task of organising the clinics which the Doctors and Nurses hold after surgery each day.

This includes sending out appointments for the patients on the Chronic Disease Registers i.e. Diabetics, Hypertensives and Asthmatics, and also flu and pneumonia clinics. We have a duty to send out invites to Diabetic, Hypertensive and Asthma patients up to three times in one year. If you feel you are being bombarded with paperwork you do have the option of declining the offer.

If appointments have been

made for you and you *cannot attend/do not wish to attend/require to re-arrange* please contact me so that I am able to offer someone else your appointment.

You can contact me on 01664 822214 and press Option 3.



CAROLINE'S JOTTINGS

We have now completed our Annual Survey. I would like to thank everyone who took the time to complete the questionnaire.

We use the results and comments to shape and influence future devel-

opments and services.

A summary of results is below- 85% of you rated the reception team as very good/excellent.

87% rated our opening times as good/very good / excellent.

93% of you rated your ability to get through on the tele-

phone as good/very good/excellent.

95% of you are very satisfied with the Practice.

If you would like a full report on our performance please ask a member of staff.

Issue 3—May 2008

Practice Telephone Numbers

01664 822214

Ext 1—Reception

Ext 2—Dispensary

Ext 3—Medical Secretary

Ext 4—Health Visitor

Ext 5—Practice Manager

Fax—01664 823486

NHS DIRECT—0845 4647

Web - www.lcmp.co.uk

DOCTORS

Dr A J Gallop
Interests-Diabetes,
Womens Health

Dr S C Wooding
Interests-Holistic Medicine,
Prescribing, Drugs Misuse,
Minor Surgery

Dr P S Rathbone
Interests-Cardiovascular,
Acupuncture, Minor Surgery

Dr G Hooper
Interests-Respiratory Disease

Dr B Dorling
Interests-Womens Health,
Paediatrics and Family Planning

NHS BREAST SCREENING PROGRAMME

The NHS Breast Screening Programme provides free breast screening every three years for all women in the UK aged 50 and over. Around one-and-a-half million women are screened in the UK each year. Women aged between 50 and 70 are now routinely invited.

One in nine women will develop breast cancer at some time in

their life.

Breast cancer is more common in women over 50. Breast screening can help to find small changes in the breast before there are any other signs or symptoms. If changes are found at an early stage, there is a good chance of a successful recovery.

If you have any questions about the service, you can

- ◆ Ask your doctor;
- ◆ Contact your local screening office;

- ◆ Visit the cancer-screening programme website at

www.cancerscreening.nhs.uk or

- ◆ Visit NHS Direct at www.nhsdirect.nhs.uk

NHS HEALTH SCREENING

Men often feel excluded from NHS health screening, and here at Long Clawson Surgery we want them to feel welcome to come in for regular health checks.

On Friday evenings, appointments are available for you to see our Health Care Assistant, who will take some basic body measurements, in-

cluding blood pressure, Cardiovascular screening e.g. cholesterol, and calculate your Body Mass Index (BMI).

This opportunity is available to both men and women, new and existing patients, and provides a forum for you to discuss any health worries or lifestyle issues that you

may have.

Please contact a member of our Reception team to make an appointment.



DISPENSARY TEAM

The team consists of 6 people

Helen—Dispensary Manager

Jackie—Dispenser

Jan—Dispenser

Julie—Dispenser

Eleanor—Dispenser

Marie—Dispenser

Dispensary Opening Hours

Monday, Tuesday, Friday 8am-6pm

Wednesday, Thursday 8am-4pm

Remember we don't close at lunchtime

We can be contacted by telephone on 01664 822214 and press option 2, or why not try the new **Internet Service**.

Internet Ordering

Have a go and see how easy it is to use.

Just ask our friendly helpful staff and we will give you a pin number and away you go.

Remember if you want it delivered to the post office just type P/O in the message box.

No conversations, no waiting for your call to be answered, just click that button and it will be sent straight to our computer.

