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Ravenswood  
Medical Practice

AUTUMN/WINTER 2009

# The Ravenswood Newsletter

## Ravenswood in the Pink!

Staff at Ravenswood helped raise £235 on Breast Cancer Awareness Day by wearing pink. Thanks to our HCA, Sue Rivers for organising the event

## Chlamydia Screening at Ravenswood

Chlamydia is an easily spread sexually transmitted infection, usually showing no symptoms at first, but which is simple to test for and treat. The Department of Health is concerned that many young people are unaware of the risks of infection and is offering free testing to all 17-25 year olds. The test is painless and easy to do for yourself. If you would like to have the test, please ask a doctor, nurse or receptionist at the surgery for a test pack.

## Need to cancel an appointment?

Thanks to our many patients who have been using our new cancellation line when they cannot attend appointments. It's easy to use – simply call our main number, press 1, and leave us a message.

Remember, cancelling your appointment means it becomes available for someone else who needs it, so everybody gets a faster appointment.

## Changes to the way we provide urgent care

In the recent NHS patient survey, our patients gave us a high satisfaction rating. We were delighted to get such positive feedback. One area you wanted us to improve was seeing a doctor more quickly. Following your feedback, we have added over 60 extra doctor's appointments every week - that's nearly four extra surgeries. We hope you are starting to see a difference. We have also increased the number of telephone appointment slots with every doctor, which can be booked in advance

The Government target is for you to be able to see a GP within 48 hours. This can be with any doctor at Ravenswood, but we will aim for you to see your usual doctor where possible. When you phone for an appointment, our receptionists will check how soon you would like to be seen. They may also ask you further questions to ensure you get the right appointment.

**If you need an urgent appointment, the receptionists will offer you a phone call or appointment with a member of the Urgent Care Team. Many problems can be sorted by phone which may save you an unnecessary journey.**

## Departures & Arrivals

After over 27 years of service as a GP at Ravenswood and Hatfield Road surgeries, Dr David Turner recently retired. I am sure you will join us in wishing him a well earned retirement.

The care of Dr Turner's patients has now been transferred to Dr Haroon Khan who joined us in September. For information, Dr Khan works on the following days:

Monday am and pm; Tuesday am and pm;  
Wednesday am and pm; Friday am and pm

We also wish to welcome Dr Camila McLuckie who recently started with us. Dr McLuckie works on the following days:

Monday am and pm; Thursday am and pm;

Further new staff include: new GP registrar, Dr Bushra Khan; two new practices nurses, Andrea Adams and Di Pearce; and three new receptionists, Emily Martin, Julia Gray and Jackie La'Thangué.

## Prescriptions

A reminder that the Practice policy is to issue repeat prescriptions within **2 working days** of receipt of your request. A growing number of you are asking for urgent same day prescriptions so we wanted to remind everyone that our policy is to follow the timelines below:

<b>Prescription ordered</b>	<b>Ready after 2pm on...</b>
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

All prescription requests need to be put in writing. They can be ordered in the following ways:

- Tear off slip (white side of your last prescription)
- By post
- By fax – 01473 718490
- By filling in our repeat slip (available from reception)
- By registering for our on line service (see below)

Please help us to provide an efficient and timely service by following these guidelines.

### Are you housebound?

The role of our District Nursing Team is to visit and care for housebound patients. However, if you are able to get to the surgery by car or taxi ; or if you can walk with or without aid, then please attend the surgery for your care.

### Appointments and Prescriptions Online

Our new online appointment and prescription service is going well and 70% of GP appointments can now be booked over the internet. Feedback has been positive.

Please note that the old system of booking on-line prescriptions stops soon, so you will need to register with the new system to continue ordering your prescriptions online.

If you are 18 or over and would be interested in this scheme please come to the surgery and ask the receptionist to register you to access this service. Unfortunately we are unable to provide registration details via the telephone or online.

## Swine Flu

At the time of writing, we are in the process of starting our swine flu immunisation clinics. We are prioritising patients according to Department of Health categories and patients are being invited in groups. How quickly we can complete the programme depends on the availability of vaccines. We hope to complete the programme by Christmas.

**Don't forget** - if you think you may have swine flu, contact the National Helpline on **0800 1513 100** or check your symptoms on [www.nhs.uk](http://www.nhs.uk). **Please avoid coming into the practice if you have any flu-like symptoms.**

### Don't be a DNA !

Patients who do not attend their appointments - known in the NHS as DNAs - cost the NHS millions of pounds each year. For example, in September nearly 250 Ravenswood patients didn't attend their appointment – that's the equivalent of 4 GP surgeries a week.

We have asked patients for their views about this and agreed a new policy of writing to all patients who miss their appointments. Those who miss more than two appointments in a 3 month period must speak to the Practice Manager before we can allow further appointments to be booked. Those who frequently miss their appointments may be at risk of removal from the practice list.

So remember, don't be a DNA - use our cancellation line and let us know in good time if you can't attend your appointment.

### Surgery hours

The reception desk is open Monday to Friday:

**8.00 AM-6.30PM**

**We are open on Saturday mornings for pre-booked doctor appointments only**

The telephone lines are open Mon to Fri:

**8.15AM- 6.00PM**

For more information, visit our website

[www.ravenswoodmedicalpractice.co.uk/](http://www.ravenswoodmedicalpractice.co.uk/)

Or phone the Practice on **01473 727 520**