



Spring 2009 Newsletter

April, 2009

Welcome to the spring edition of our quarterly Newsletter.

If you have any comments concerning our practice, the contents of this newsletter, or ideas for future issues, please let us know.

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Staff News

We are very pleased that Dr Ian Macleod has now returned to work full time, following his absence due to ill health.

Dr Sheona Macleod has reduced her days at the practice to 2½, to enable her to spend more time in her teaching role. However, Dr Debbie Kennedy is now working for 1½ days each week at the practice. Debbie has been working at the health centre for 8 years and we are very pleased that she has increased her commitment.



You may have noticed a new face in the dispensary, **Hannah Swain**, who joined in December following the retirement of Sue Carpenter, our Senior Dispenser. Sue retired in October after 15 years at the Ashbourne Health Centre during which she had become well known to many of you. We wish her all the best in her retirement and would like to pass on her thanks for the many good wishes she had from patients. Helen Jones is now managing the Dispensary having been appointed as our Dispensary Manager.

We continue to contribute to the training of our future doctors by having GP registrars at the practice. Dr Helen Maxwell Jones will continue at the practice till August 09. Dr Gusharan Dhaliwal has just completed her 4 month post at the practice and we wish her all the best for the future. We are pleased to have registrars and believe they provide a positive input to the practice

Well done to all the staff and especially Marion and Helen (Jones) who organised a coffee morning on 31st October. We managed to raise £1052.50 in aid of breast cancer research largely due to Marion's sponsored silence!

Extended Hours

We are pleased to say that our early morning and evening surgeries have re-started following a temporary suspension due to shortage of GP partner cover when Dr I Macleod was off sick. The early morning surgery runs from 7.00am to 8.00am and the evening surgery from 6.30pm to 9.15pm. They generally take place on either a Tuesday or Wednesday and the Receptionists will be able to give you details, when you book appointments.

Building News

The construction of the new building is running to schedule, with the completion date set for September 2010. After this there will be a commissioning period, so it is likely that we will be able to move in the early part of 2011. The people of Ashbourne have selected St Oswalds as the name for the hospital and Health Centre, and we shall be known as Ashbourne Medical Practice once we move.



Training Days

The practice closes for six afternoons per year to allow for educational updates and to raise ideas to try and improve our service. We have not yet fixed the dates for 2009/10, but will give you as much notice as possible of any closures. During this time Derbyshire Health United will provide urgent cover. The telephone number is 0844 412239.

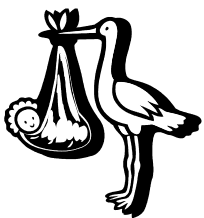
Dispensing Doctors



We are pleased the Government has decided not to take away dispensing rights so patients will continue to be able to get their prescriptions from their GP surgeries should they wish to. We are a dispensing practice so that patients who live more than one mile away from a chemist can get their medicines from us. We would like to thank everyone who supported us by making the government aware of their views.

Dispensary Survey Results

We have recently asked our patients for feedback on the services our dispensary offers. The questions covered the courtesy of the dispensers, the quality of advice they give, the confidentiality at the dispensary, the ease of ordering repeat prescriptions, and the time between ordering and collecting repeats. In all areas, over 90% of the responses came back as either "Excellent" or "Very Good", with the best results given to the staff for their "courtesy and professionalism", where they scored 100%. Well done to all the team for achieving this very positive feedback.



Antenatal Care

The practice has always shared antenatal care with both the hospital and community midwives with a weekly antenatal clinic. In response to patient requests we are now booking antenatal appointments into the surgeries to allow a greater choice of times. Please be sure to say that your appointment is for antenatal care so that you can be given the correct length of appointment.

Warfarin Testing Clinics

Patients who take warfarin require regular blood tests to check that they are taking the correct dose of the drug. Since December we have been able to offer this service "in house" to a proportion of our patients who take warfarin. The advantage of having the test at the surgery is that the result is available straight away and therefore the patient can be informed of the required dose of warfarin and the date for their next test during their appointment. We plan to extend this service to more of the patients who require warfarin in the near future.

Preventing waiting time at Reception

The self check in desk has helped reduce the number of people who need to wait at reception and made it easier for the receptionists to answer the phone. If you are unsure how to use the board please ask one of our staff to help you.

Keep it or cancel it!

Patients who don't turn up for an appointment cause frustration, not least to other patients who may have been able to have the wasted appointment.

Getting the best from your appointment

Don't be afraid to ask your GP or nurse to give you more information or make something clear that you don't understand. Try not to avoid the situation, make sure you let the doctor know what your real concerns are as soon as possible in the consultation, otherwise there is a real risk of spending a lot of time on minor problems when you have a serious problem that needs sorting.

Our Website and NHS Choices

The government has set up a website called NHS Choices, it is a comprehensive information service that aims to put people in control of their healthcare. It has medical advice and information regarding long term conditions and help to find out about local services.

We also have our own website at www.ashbournehealthcentre.co.uk which has information about the services we offer at the practice and our staff. There are also links to other useful websites and an online facility to order repeat prescriptions.

We welcome any comments that you may have regarding this Newsletter or the services we offer.