



Autumn 2011

Radbrook Green Surgery Newsletter



We are delighted to welcome Taylor's Pharmacy to their new premises within the Practice.

We hope that patients find having the Pharmacy on site convenient.

New Waiting Room and Cafe

Please accept a warm thank you for being so tolerant during the building work disturbance. You may care to know that no public money has been available or used for this development

Please feel free to use our clinical café. Our wish is to enhance your experience and to provide group clinics with premium beverages. Proceeds from the sale of refreshments will be directly reinvested into practice services. 5 pence from every beverage will also go to the Patient Participation Group's, The Friends, funds.

The clinical café is being used for group clinics such as for diabetic classes. We will soon be offering group clinics for COPD and asthma patients and for use by other clinical communities. Please ask at reception if you have an interest.

We have introduced a queue management ticket system to allow frail patients to sit whilst their queue position is protected and to prevent standing queues from restricting routes of access.

STAFF CHANGES



Mrs Judi Wyness had been a long established and much liked receptionist who retired from the Practice in January of this year. Shortly after her departure we were all very saddened to learn that Judi, who had bravely been fighting illness, had passed away. She remains a much missed member of our team.

Goodbye!

We said goodbye to Dr Nag Sannidhanam this summer. Dr Nag was a popular doctor who had first come to Radbrook as a GP Registrar and frequent locum until his appointment as a Salaried GP. He has secured a partner position at a Newcastle practice and we all wish him well.

Hello!

We welcome Dr Alexandra Cameron to the Practice as a Salaried GP. Many of you will be familiar with Dr Cameron as she has recently completed her GP Registrar appointment with us. Dr Cameron has a wealth of experience and skills and is a valuable and very welcome member of our team.

FLU CLINIC DATES AND TIMES 2011



Date	Surnames Beginning	Time
Saturday 1st October	A - C	8.30am - 10.00am
Saturday 8th October	G - I	8.30am - 10.00am
Saturday 15th October	M - O	8.30am - 10.00am
Saturday 22nd October	S - U	8.30am - 10.00am

Access to a Doctor



We have ensured that all telephones are manned during peak times. Please avoid telephoning between 08.30am and 09.30am unless your call is urgent as we experience such high demand. Please make use of our telephone appointment booking system and online appointments.

You may perceive that you struggle to get an appointment with the doctor that you wish to see. This is disappointing as it does not reflect the true availability of appointments and it may be helpful to understand some of the issues that can impact on choices:

- ◆ Some of our GPs are part-time.
- ◆ GPs with special skills such as minor surgery and diabetes are blocked out for dedicated sessions.
- ◆ The GPs take it in turn to be the Duty Doctor. This requires this GP to be off-site on urgent visits.
- ◆ Primary Care generates a lot of paper work. Time for this is at a premium.
- ◆ All of the GPs are required to undertake continual education and are also allowed holidays!
- ◆ All GP's are required to attend regular meetings, such as Primary Care Trust meetings.



The above does not mean that we cannot see urgent cases urgently!

We have introduced a GP telephone triage system for patients who call and request to be seen that day. The GP will allocate an appropriate appointment. If you are advised by the GP to attend an urgent appointment please be prepared to see the GP who is available.



We do support GP continuity for chronic conditions, but for such cases already being supervised by the practice it is usually acceptable to wait until the preferred GP is available as guided by the GP.