

NEWSLETTER

Winter 2012/13

Issue 2

The Spa Medical Practice

We would like to wish all our patients
Merry Christmas and a Happy New Year

The Surgery Opening Times are:

Monday 24th December 0830—1830

Tuesday 25th December—Closed

Wednesday 26th December—Closed

Thursday 27th December—0830—1830—Emergencies only

Friday 28th December—0830—1830

Monday 31st December—0830—1830

Tuesday 1st January 2013—Closed

Included in
this issue:

Latest News

Whooping
Cough
Vaccinations

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Information

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Injuries Unit

Patient
Participation
Group

In an emergency you can contact:
The Out of Hours Service on 0300 0123 3211



Latest News

- Welcome back Dr Jo Fitton
- We would like to welcome Dr Mandeep Dhani who will be covering Dr Deppert's patients whilst she is on Maternity Leave
- Dr Richard Lewis left the Practice on the 5th December. His patients will be looked after by Dr Andrew Christys

Whooping Cough Campaign

If you are pregnant and eligible for a Whooping Cough vaccination we are continuing to offer appointments throughout November, December and January. If you DO NOT WANT a Whooping Cough vaccination please tell the Midwife.

Health Checks 2012-2013

Over the last 9 months. Routine Health Checks have identified 31 patients between the ages of 40—74 who have a chronic disease.

If you are aged 40—74 with no existing Chronic Disease please make an appointment with one of our Health Care Assistants. This is an opportunity to identify patients who are at risk of developing Heart Disease, Stroke or Diabetes.

Droitwich Medical Centre, Ombersley Street, Droitwich Spa, Worcestershire, WR9 8RD

CONTACTING THE SURGERY BY TELEPHONE

*In an emergency press Option 1
Open between 0800—1830*

*For a Home Visit press Option 2
Open between 0830—1800*

*For an Appointment press Option 3
Option 1 to use the automated system
Open 24 hours a day*

*Option 2 to speak to a receptionist
Open between 0830—1800*

*Prescription Queries press Option 4
Open between 0830-1700*

*You can request a prescription by
popping your reorder form at reception or
using the requesting facility on our website at
www.spamedical.co.uk*

*To speak to a Medical Secretary
press Option 5
Open between 0830—1700*

*To speak to the Business or
Operations Manager press Option 6
Open between 0900-1700*

*For other enquires press Option 7
Open between 0830—1700*

**The only number
you will need is**

01905 772389



**We are open one Saturday
morning a month and late
Evenings on alternate
Mondays and Wednesdays**

Cancelling your Appointment

*If you cannot get to your appointment
please let us know as soon as possible
so that we can make it available for
another Patient.*

*Remember you can cancel using our
automated appointment system*



REMEMBER YOU CAN YOU USE THE 24 HOUR AUTOMATED APPOINTMENT BOOKING SYSTEM TO BOOK, CANCEL, REARRANGE, OR CHECK YOUR APPOINTMENT. 26% of appointment calls last quarter were made using the automated system. 87 patients booked their flu appointment using the system throughout October and November. We are frequently changing the options to improve the service.

OUT OF HOURS

If you wish to see or speak to a doctor outside the normal practice hours, call the surgery number (01905 772389) . An answering machine message will give you the number to the Out of Hours Service. Alternatively you can dial direct by calling 0300 0123 3211. This service is provided by Harmoni.

What times are 'Out of Hours'?

Out of Hours is after 6.30 p.m. and before 8.00 a.m. Mondays to Fridays, and all day Saturdays, Sundays and Bank Holidays

Please remember that the Out of Hours Service is for emergencies only. Please think carefully about whether your problem will wait until normal surgery

You can contact NHS Direct

...About absolutely any thing regarding your health.

...If you are unwell, unsure, confused or need help

Call NHS Direct 0845 4647



Local Pharmacies

Droitwich Pharmacy—Tel: 01905 771036

Boots Pharmacy –Tel: 01905 773219

Corbett Pharmacy– Tel: 01905 795618

St Mary's Pharmacy– Tel: 01905 778109

ALL PHARMACIES CAN ORDER AND DELIVER YOUR MEDICATION FREE OF CHARGE—Please ask at your pharmacy where you can complete a consent form

**REMEMBER TO ORDER
YOUR MEDICATION IN
TIME FOR THE CHRISTMAS
BREAK**

We are a Minor Injuries Unit Hours 0830—1830

Please remember that we are a Minor Injuries Unit. For injuries within 48 hours, for example cuts, grazes, bruises, minor leg & arm injuries, minor scalds & burns, strains & sprains, and bites & stings. This is a drop in service at the Surgery rather travelling to A&E in Worcester.

PATIENT PARTICIPATION GROUP (PPG)



If you would like to join the Patient Participation Group please complete a questionnaire and return it to the Receptionist. You can also print this form from our Website @ www.spamedical.co.uk.

We now have 80 members, 70 of which are email contacts (virtual group). The virtual Group are contacted from time to time and to ask for comments on the quality of care. They will also be invited to at least one of our monthly meetings. If you would like to join the Virtual Group please email Margaret Webby the Secretary for the group at ppgspa@gmail.com

INFORMATION FOR CARERS

Dementia Awareness

Designed for carers of someone with Dementia

Contact Age UK on 0800 0086077

Emergency First Aid

Contact Worcestershire Carers Unit—0800 389 2896

Mental Health First Aid

First Aid to help you understand First Aid for: Depression, Overdose, Anxiety, Panic attacks, Distress, Suicide and Psychosis

Legal & Financial Sessions:

Contact Worcestershire Association of Carers on 01905 751340 or email: mail@carersworcs.org.uk

The Questionnaire will be available at the Surgery or from our Website www.spamedical.co.uk

The results of the Survey will be available on our Website in April

JOINT CARERS SUPPORT DAY

The Patient Groups from all three Droitwich Practices held a Carers Support Day on the 15th September, 2012 at the Baptist Church Hall, Droitwich. The Carers Day was seen as a success by those who attended and also the organisations who had stalls. We will be looking to repeat this event at a different venue in the near future.

The Patient Group will be holding an **Activity Morning on Tuesday 18th December 1000—1130. 'Santa and his Elves Sensational Workshop'**



Patient Survey

In January we will be distributing the Patient Survey for you to complete.

Give us your views:-

How are we doing?

Can we Improve?

It is valuable to hear your views even if you have completed a questionnaire like this before

Contacts:-

Margaret Webby, Secretary to the PPG—ppgspa@gmail.com

Lynnette Taplin—Operations Manager—Spa Medical Practice—01905 772389