



## Practice Newsletter Autumn 2003

### **The Patient Participation Group Contribution from Mr Robin Morris, Chairman**

The Galletly Practice Patients Group was formed in November last year with 12 patients forming a committee. The main aims of the PPG were as follows:

1. To be able to discuss with the doctors and medical staff about any difficulties or problems that may arise within the practice
2. To organise events to raise funds to purchase equipment, or to assist the practice in providing a better service for the patients
3. From time to time arrange talks on those topics which are of interest to the patients

In December the PPG started raising funds to purchase a defibrillator, and our target was set at £3500. We organised a coffee morning, had a market stall in Bourne market where we sold bric-a-brac, and arranged a talk by one of the practice staff. The staff within the practice held raffles and organised a book-sale, which continues to this day, in the waiting room.

Thanks to these fund raising efforts, and some very generous contributions from various sources, we reached our target by early June, and were able to purchase and present the defibrillator to the practice in September. We had exceeded our target by over £1000 and so were able to purchase other needy equipment for the treatment room. The fact that we reached our target in so short a time took us all by surprise, and reflects the generous nature of the people of the Bourne area when they see funds going to a good local cause.

Our next project is to raise funds to fit automatic doors to the surgery to enable easy access for wheelchairs, pushchairs and infirm patients.

Our initial committee has diminished over the period and we are in need of some fresh blood to help in carrying out our aims. We are in need of new ideas and suggestions to improve the lot of our fellow patients.

We have a meeting at the surgery about every 6 weeks, which lasts for about an hour. Other activities take a little more time such as 2 hours at the market stall, which we run twice a year, or running a coffee morning, which take place every 4 months or so. If you have some time to spare and would like to join us in our activities then please give our Chairman a call on 01778 590654. The knowledge that you have contributed towards some improvement to our medical practice by your efforts is very rewarding, so please join us.

### **Nurse Triage**

We have been running our Nurse Triage system for some time now and feel it is very successful. The triage nurses, Sister Birch and Sister Shepherd undertake the Clinics. If a patient telephones the receptionist and feels they need to be seen more quickly than the next routine appointment they will be asked to attend and the triage



nurse will see them to evaluate their condition. Sometime she is able to deal with the problem herself and sometimes she will call on the duty doctor for advice. If she feels the problem needs the attention of a doctor urgently then she will put the patient on to the duty doctor's list. Both of our sisters have undertaken specialist training to do this work and it does ensure that patients who really do need to be seen urgently by a doctor are able to do so. The triage is sometimes very busy, especially on a Monday morning and patients may have to wait. If you feel your problem is especially urgent please tell the receptionist and she will pass the information to the triage nurse. Occasionally we are unable to provide a dedicated triage service due to holidays or sickness and in this instance the nurse will slot in the triage patients between her booked Treatment Room patients which will entail a longer wait. Please be patient if this occurs as the Sisters do try to see everyone as soon as possible.

### **Dates for Target closure**

The Surgery will be closed from 12.30 pm on the following dates for Target training.

Thursday 13<sup>th</sup> November, 2003

Thursday 4<sup>th</sup> December, 2003

### **Profile**

This quarter's profile is from the newest member of our team Mrs Andrea Thomas who works as receptionist and also does some behind the scenes clerical work.

You'll usually find me on the front desk at the Practice, although I do try and escape from time to time!

I was born in Middlesex, being the eldest of three children. Before moving to Bourne I spent most of my early childhood living in Ascot, Berkshire (right opposite the racecourse!) and at the age of 6 my mum, dad, two brothers and myself moved to Nigeria. My main memory from this experience was the fact that school finished at 1.30 pm then it was straight to the local outdoor pool for the rest of the day. This probably explains my love of swimming and anything water-orientated to this day.

My husband and two daughters and I returned to Bourne recently after an absence of 10 years, so for those of you who think you've seen me somewhere before, you're probably right! I have very much enjoyed my "out of Bourne" experience, having worked for various law firms in Central London and Cambridgeshire, predominantly in Family Law and Conveyancing. I have two daughters who both attend schools locally – the schools I used to attend in fact. Having said that, it is nice to be back near my family and friends again and hopefully stay here a little longer this time.

### **Flu vaccinations**

Winter is just around the corner and so are this year's influenza bugs. We are offering flu jabs to all of our patients over the age of 65 and those under the age of 65 who are in the "at risk" groups. These are patients with diabetes, asthma, chronic obstructive pulmonary disease, absence of a spleen, chronic heart or chest



complaint, chronic kidney disease or those patients with any type of cancer. A lot of these people die from influenza every year so please do consider coming along and having the jab. Protection will last for about a year.

### **Pneumococcal vaccinations**

This year we are offering all patients over the age of 80 a vaccination against pneumonia. It can be given at the same time as the flu jab. Please ask the nurse for an information leaflet or collect one from reception.

### **DNA's**

This means "did not attend". Each week we have patients who make an appointment to see the doctor or nurse and then fail to turn up for their appointment. Other patients have to wait longer to see the doctor or nurse because of these wasted appointments. Please either keep or cancel your appointment in sufficient time to allow us to offer the appointment to another patient.