

GALLETLY

R A P E V I N E

This newsletter's profile is from Cheryll, our audit and recall clerk

Name: Cheryll Perkins Age: 34
Marital Status: Married Shaun in July 2000
Children: Dan who is 11 and Hayley who is 7.

I was born in Greenwood Ward at Stamford Hospital in October 1970. I lived and grew up in Market Deeping and went to the Deepings Comprehensive School. In 1987 I left school and went to work at Tallington's Dow-Mac as a Y.T.S office junior in the sales department. I hated it.

In October 1987 I switched my training scheme from Dow-Mac to Bourne Health Centre. Dr Smith, the senior partner at the time, always said that he rescued me from concrete!

I continued my Y.T.S here until August 1988 when I was then taken on permanently. I have worked in many of

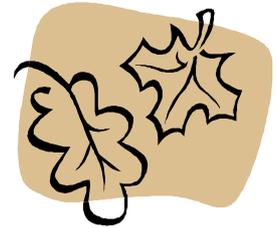
the departments here, appointments, visits and enquiries, prescriptions, and I've even been known to help out in the dispensary too.

Now I am the administration team leader, and my job title is the audit and recall clerk. So when you open your post and you see you are due some immunisations or health screen you can bet that it was me who has sent it to you! (That includes all of you who are advised to have a flu vac as it is that time of year again!!).

I have been lucky enough to have gained many certificates and qualifications during my time with the practice which include; NVQ level 3 in administration, NVQ Assessor in administration, ECDL and ECDL Advanced. I am currently working towards a certification in clinical audit skills.

So there you have it, you probably didn't even realise I existed but someone has to send out the reminder letters that you receive in order for our GP's to continue to provide high standard of quality care to you all.

The Surgery
40 North Road,
Bourne
Lincs.
PE10 9BT



Enquiries	01778 562200
Appointments	01778 562201
Repeat Prescriptions	01778 562203
NHS Direct 24 hr Helpline	0845 46 47
WellDoc Out of Hours Emergencies	0845 045 0281

Target Training dates

Please note that the Surgery will be closed from 12.30 pm on the following dates to allow the Partners and staff to attend the Lincolnshire Target training.

Thursday 13th October 2005
Thursday 10th November 2005
Thursday 15th December 2005
Thursday 12th January 2006

If you need to collect medication from our dispensary please ensure you do so before 12.30 on these days.

Issue 14
Autumn
2005

FLU CLINICS

Our flu clinics will be held a little later in the season this year as deliveries of the flu vaccine have been delayed by all suppliers. This is due to a manufacturing problem. We have been assured by our supplier that our order will be fulfilled.

Patients should ensure that they book an appointment for a flu vaccination with the Practice nurse if they are aged 65 years or over.

The following groups of patients should also ensure that they book an appointment for their annual flu vaccination.

People suffering from:

- Chronic obstructive pulmonary disease
- Asthma
- Chronic heart disease
- Chronic renal (kidney) disease
- Diabetes
- Chronic liver disease

The vaccine is also being offered for the first time this year to those patients who are registered as Carers at the Practice. If you are the main carer of an elderly or disabled person and their welfare would be at risk if you fell ill, you may book an appointment for the immunisation.

When all of our patients who are over 65 and those in the above groups have been vaccinated we will be opening up the Clinics to any patient who wishes to have a flu jab. This is unlikely to be before 25th November.

Please do not book an appointment on the internet and take up a 10 minute slot in the treatment room for a 1 minute procedure. Appointments for flu clinics must be booked by the reception staff.

Patient Participation Group

Surgery doors

Our Patient Participation Group (PPG) has now raised sufficient funds to automate the inner set of doors at the Patients' entrance to the Surgery. We are extremely grateful for their tireless efforts for this project. The work will be undertaken within the next few weeks and when completed will ease access, especially for mums with prams and patients in wheelchairs.

New appointment cancellation telephone line

We have now installed a new telephone line specifically for patients who wish to cancel their Surgery appointments.

Last year 723 patients failed to attend their GP appointment. In addition 372 failed to keep Treatment room appointments. Sister French had 168 wasted appointments due to patients failing to attend and not cancelling their appointment.

If you wish to cancel an appointment please telephone 01778 562202. You will be taken through an automated process to cancel your appointment. Please try to cancel as soon as you know that you no longer require the appointment. This will enable us to offer the appointment to another patient.

Appointments can also be cancelled on line via our web site.

AUTOMATIC BLOOD PRESSURE MACHINE

The Zipper Club of Bourne has kindly donated an automatic blood pressure machine to the Practice. It is situated in the room adjacent to the waiting room.

Many patients suffer from what is known as "white coat hypertension". This happens when the patient becomes anxious about having their blood pressure checked and this anxiety raises their blood pressure. We anticipate that if patients take their own blood pressure this anxiety will lessen. The machine will also lessen the pressure on nurses' appointments as many are booked purely for routine blood pressure measurements.

The machine is for the general use of all of our patients aged 18 years or over.

It will not always be necessary to book an appointment to have your blood pressure measured. Your doctor or nurse will advise you when it is appropriate to do a "DIY" blood pressure. Full instructions for use are on the wall of the room. Please ensure you read these prior to using the machine.

Once your blood pressure has been taken, please write your **name** and **date of birth** on the bottom of the printout and place it in the box provided at reception. If these details are not fully completed the print out will be discarded as we have no way of knowing who has used the machine.

The reading will then be entered onto your medical records by a member of staff, ready for your next consultation with your usual doctor.

If your systolic blood pressure (the number under SYS on the print out) is greater than 200 or your diastolic blood pressure (the number under DIA on the print out) is greater than 115, please ask the receptionist to book you in with the nurse to have it rechecked before you leave.

Funds Raised During 2005

During 2005 many of you have contributed to some of the well deserving causes that the Galletly Practice has supported. To date these are the charities we have supported and the donations we have been able to forward to them.

Marie-Curie Cancer Care (Daffodil Pin Badges)	£ 17.75
Macmillan Cancer Relief (Miles Challenge)	£239.00
Macmillan Cancer Relief (Biggest Coffee Morning)	£ 41.00
Lennox Child Cancer Fund (Name the Teddy)	£ 34.00
Leonard Cheshire Supporting Disabled People (Zip Pulls)	£ 40.00
Grand Total	<u>£371.75</u>

Many thanks to all the staff, patients, friends and visitors to the practice who have helped us raise this money.