

GALLETLY

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



R A P E V I N E

Staff profile

Our staff profile for this newsletter comes from Liz Morgan, Scanning clerk at the Practice.

I was born in Hull but left at the tender age of 18 when I married my husband Eric who was serving as a Photographer in the RAF. We lived for the first 3 years of our married life in RAF Bruggen Germany where I was the School Secretary at RAF Bruggen School.

Our first daughter Caroline was born in 1971 and the same year we returned to the UK, (we lived initially in a small village called South Hetton, Co Durham) and Eric left the RAF and went to College to re-train as a Physics Teacher. I stayed at home

during this period, taught myself to type and was lucky enough to gain Distinctions in all of my exams, 3 years later our second daughter Allison was born in 1974.

When the children were older I started to take an active part in my parents in law's Drapery business running one of the shops and doing the paperwork for both of them.

After 20 years working for the "family" I went to work for the NHS running the Patient's Bank in a very busy Mental Hospital looking after the long-stay patient's monetary requirements and making sure that they were receiving all of their correct benefits as well as the day to day travelling expenses for people visiting the hospital for day appointments. I was promoted to Patient Services Officer; this was a very

Enquiries	01778 562200
Appointments	01778 562201
Appointment Cancellations	01778 562202
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 15th June

At the moment we are unsure of the future dates

Issue 16
Spring
2006

varied job but a lot of the time I was dealing with providing Health Records for clients and outside organisations and making sure the correct authority was always received to release Medical Records.

We left the North East of England (after living there for 33 years) in September 2004 and moved to Morton to be nearer our grandchildren – two of whom live in Stamford.

I joined the team here at Galletly in November 2004 and started working in the Reception Area which I found out was not the “cushy number” lots of people think a Doctor’s Receptionist is. I thoroughly enjoyed the inter-action with the patients, but when the position of Scanning Clerk became available and the opportunity to reduce my hours – I jumped at the chance. (It gives us more time to explore the area in our Caravan) I have been enlightened with the behind the scene things that happen within a busy GP’s practice, each day in my job alone, an average of over 100 letters are scanned onto patients’ records, all of which the GP has then to deal with after the “routine” surgeries and home visits they deal with.

After a very hectic start to our lives in Lincolnshire, I feel we have now begun to settle into our new lives. Eric is Alternative Studies Coordinator at Stamford College and after all the work we have had to do in the last 18 months we are now looking forward to warmer summers and definitely warmer winters than the North East of England.



Patient Survey

Earlier this year the Practice undertook a patient survey. We were pleased with the results and found that the patients were generally satisfied with the Practice. We received many commendations from the patients on the care provided at the Practice some of which are re-produced below:-

- The Practice is well run and organised
- The personal and pleasant attention
- I have been looked after for many years by an excellent dispensary. The staff possess a very professional approach and cheery dispositions.
- Everybody is helpful and friendly
- The BP machine that we can use at any time
- The Practice has some great doctors
- The doctors provide an excellent service
- The practice is the best we have been to and could not be improved
- The service on reception is excellent
- All of the staff from reception through to the doctors and nurses are fantastic
- I changed to this Practice because I heard a lot of very good things about it

- I am always treated with great consideration and care. I would recommend this surgery to others

The main problem which patients encountered was the difficulty getting through to the Practice on the telephone. We will be looking into this to see if we can improve our telephone system. Meanwhile patients could help us, and each other, by complying with the following:-

- Try to avoid telephoning on a Monday morning. We are at least three times as busy on a Monday morning and many patients still telephone for non urgent matters making it difficult for others to get through on the telephone.
- Mornings, especially between 8.30 and 10.00 am are the busiest time of day. Please avoid telephoning us if the matter can wait until later in the day.
- It is now possible to book your appointment via our web site. If you have computer access please try to use this as it will save a telephone call. You will need to complete a form which allows you to do this – details from reception.
- Please do not blame the receptionist for the telephone being engaged. Often patients start a lengthy conversation complaining that the telephone has been constantly engaged. Please remember others will be trying to get through whilst you are on the telephone. If it has been engaged it is because the receptionist has been dealing with patients. The quicker your call is dealt with, the quicker the next patient will be answered.

We are currently looking at other options to try to improve our telephone system

Summer holidays



Travelling abroad for business or for a holiday should be an exciting and enjoyable experience. By taking a few simple precautions you should be able to relax and enjoy your trip. The nurses in the treatment room are able to advise and help you prepare for your expedition.

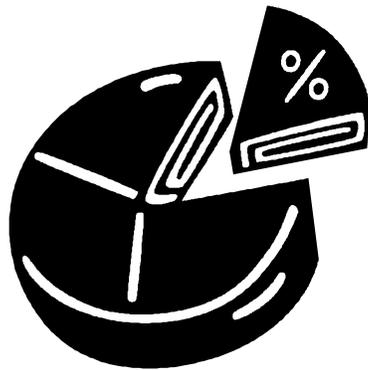
We can give you up to date advice specific to the area that you are visiting, any immunizations needed and any malaria cover, and bite prevention measures that can help keep your holiday as free from bites and illness as possible.

We can offer advice about food and drink, and skin and sun care – diarrhoea and sunburn can ruin your break.

If you are flying, we can recommend the use of flight socks and leg exercises to reduce the risk of blood clots.

We will also advise that you have a plentiful supply of any medication that you may be taking, and may be able to give advice on any over the counter remedies that may be useful, and items to take in a first aid kit.

We want you to have the best holiday ever, and are always here to offer any advice.



VAT registration

The Practice registered for VAT on 1.4.06. This was necessary due to a change in EU and NHS regulations. We now have to charge VAT on private prescriptions, passport signing and character references.

Appointment cancellation line

Did you know we now have an appointment cancellation line? This is an automated service so you can just telephone us on 562202 and leave a message. As it is automated it is available for use all of the time – even when the surgery is closed. The reception staff listen to the recordings on a regular basis throughout the day and cancel the appointments, this freeing them up for others. Please remember “keep it or cancel it”.

116 patient's failed to attend for their appointments during APRIL 2006 this means that another 116 patients could not get an appointment to see the Doctor or Nurse. 116 appointments is 16 hours of clinic time .If you cannot keep your appointment for whatever reason please cancel it as soon as possible, leaving it until ten minutes before you are due to be seen does not help anybody.