

# GALLETLY

# R A P E V I N E

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



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 19<sup>th</sup> April

Thursday 10<sup>th</sup> May

Thursday 14<sup>th</sup> June

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

## Pharmacy application

Many of our patients will be aware that we have applied to the Primary Care Trust to open a Pharmacy to be sited here at the Practice. Although the Practice has a dispensary NHS regulations do not allow us to dispense for patients who live less than one mile from a pharmacy. This rule therefore prohibits us from dispensing medication to anyone who lives within the town of Bourne.

Patients are constantly telling us of their difficulties and frustrations in obtaining their medication locally. We have received many comments from patients which include:-

- Prescriptions being "lost" in transit to the Pharmacy resulting in delays
- Difficulty parking in the town
- Having to wait for a long time for prescriptions to be dispensed due to the sheer volume of work at the pharmacy
- Not being able to take away their prescription drugs, despite the fact that they are ready, because the pharmacist is at lunch
- Locum Pharmacists not arriving on time and therefore staff are not able to hand over the drugs
- Patients who do not drive often have difficulty walking into town or have to pay for a taxi to take them

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We sympathise both with the patients and the pharmacy staff and feel that the

volume of work now being generated with the increased growth of the town does warrant a third pharmacy.

Our new pharmacy would have the following benefits for Bourne residents:-

- Easier access – close parking, disabled access
- Opening hours 8.30 – 6.30 (Mondays to Fridays)
- 9.00 – 5.30 (Saturdays)
- Home delivery service
- Improved prescription transmission from practice to pharmacy.
- Convenient for obtaining new prescription medication on-site after your GP consultation.
- Available to all patients (NHS regulations mean the current Dispensary cannot be used by those living in Bourne)
- Prescriptions will always be available for collection whilst the Pharmacy is open
- The ability to purchase over the counter medication easily
- Free parking

If you agree that a pharmacy on the Galletly site would be of benefit to Bourne please do sign our petition which is in the waiting room at the Practice. If you would like to write a letter of support for the project please address your letter to:-

Mrs Delia Ledner, Manager  
Bourne Galletly Practice Team  
40 North Road  
Bourne  
Lincolnshire, PE10 9BT

The profile for this issue of the newsletter comes from Alison Pollard, one of our newest receptionists

I was born on 16th April 19\*\* at Welwyn Garden City and have one sister. As a family we moved around due to my Father being in the Royal Air Force. We even lived in the Shetland Islands for 2 years. My family finally settled in Ramsey, Cambridgeshire as my Father was based at an R.A.F station nearby. This is where I finished my education at the local comprehensive school.

When I left school I started a career in retail working up to department manager level with various companies. In 1996 I decided to have a complete change of career and joined Thomas Cook which was later to become Travelex Global and Financial Services based in Peterborough. I was employed as a Senior Investigations Officer managing Agents Travellers Cheque accounts. In September 2006 after 10 years with Travelex I took up the offer of voluntary redundancy. I then joined the Galletly Practice as a receptionist in October 2006.

I am married and together with my Husband have lived in the village of Morton for the past 10 years. I am also the proud owner of two doggies. My first dog is a Chocolate Labrador who has recently qualified as a Pets as Therapy Dog. Pets As Therapy is a charity which provides dogs to visit care homes and hospitals to see patients who can no longer care for their own pet. My Labrador is one of 3500 P.A.T. dogs in the country and when my schedule allows I hope to start work for this charity.

My second dog is a Border Collie that I am in the process of training to compete in Dog Agility. Dog Agility is where the handler has to guide the dog around a course consisting of about 20 obstacles using only voice commands or hand signals in the quickest possible time without any faults. The obstacles include jumps, tunnels, sea saws and weave poles. We have high hopes for him and according to the experts he is expected to do well in this sport providing I can keep up with him. My Labrador also (when he feels like it) competes in Dog Agility and has so far won 3 clear round rosettes. Not bad for a dog that needs a new heart valve !!!

### **New Treatment suite**

If we are successful with our bid to open a new pharmacy we will be adapting our existing suite of treatment rooms to accommodate the pharmacy and the associated consulting area. This will enable us to extend the rear of the property and build a new suite of treatment rooms.

Our minor illness clinic has proved to be very successful with patients and we would like this to be extended to mornings. We would also like to be able to build a larger state of the art minor operations room. A larger treatment room is also needed together with a room for phlebotomy and ECG's.

### **Dr Pace**

Some of you may be aware that Dr Pace has been off sick for several weeks. He is now back at work and we are back to full strength.

### **Dr Cregor**

Our new GP, Dr Cregor, is settling in very well to the Practice and we are all delighted with the very positive feedback we have received about him from patients. This year he has a place in the London Marathon and if you would like to sponsor him there are some forms and a collection box in the reception area.

### **DNA's**

During March 170 patients failed to either keep or cancel an appointment. This equates to 30 hours of consulting time. If you cannot keep your appointment please do let us know so that we are able to offer this slot to another patient. We have an appointment cancellation line where you are able to leave a message cancelling your appointment. The number is 01778 562202.

## Easter raffle

The main prize, the huge chocolate egg from the Chocolate shop in Folkingham, was won by Mrs Hitchman. The winning ticket was drawn by Mrs Ann Gibson, who is the chairperson of the patient participation group (PPG). The money raised from this, the Rotary sponsored swim and other events has given us sufficient funds to purchase a new chair for the phlebotomy room.

## Self test room - new equipment

We now have a great new additional piece of equipment in our self test room located just off the waiting room. Our PPG have raised sufficient funds to buy the Surgery a Vendy BMI and body fat measurement machine. This is a multifunctional scale which measures height, weight, BMI and body fat. The machine has a guide to use in the form of visual messages and audible voice messages. The good news is that it does not announce the user's weight! It does however, produce a ticket which can be retained by the user or given over to the reception for recording on to the user's medical record.

## District Nursing News

We have recently seen some staff changes within our team. Sue Allan has now retired and we wish her a very happy retirement. Ruth Foster has now joined is – Ruth spent her final 14 weeks as a nursing student with us and has now qualified as a staff nurse. We look forward to working with Ruth as she starts her nursing career in the community.

## Congratulations to

Angela Smith (RNA) on gaining her Diploma in Tissue Viability from the University of Nottingham after 5 years of very hard work

Ruth Foster (RNA) on qualifying with a Diploma in Nursing (Distinction) from the University of Nottingham

Sister Candice Pellett on being awarded a Secondment from the Trust to undertake a 3 year Masters Degree in Healthcare Education This will involve taking one day a week out of clinical practice to attend Sheffield Hallam University.

We would like to express our thanks to the patients on our caseload, who allow us to take nursing students into their homes to undertake supervised nursing care. Their Community Placements always evaluate very well as the student has one to one teaching with their mentors compared to Ward Placements where a mentor may have several students at one time.

We currently teach pre-registration nursing students from Nottingham and Lincoln Universities. In the future the team will also be mentoring trained nurses who are undertaking Specialist Practitioner Degrees. We thank you for your continued support