



## **Practice Newsletter Spring 2003**

### **Profile of our Practice Nurse – Sister Pat Birch**

I always wanted to be a nurse, from about the age of four. I loved the idea of wearing the crackling, starched uniform, the seamed stockings and giving enemas! At the age of 18 my ideas were all brought down to earth and I discovered that nursing in those far off days, 48 hour weeks, and lots of hard physical work certainly kept the weight off and made me very fit. I loved it all and I certainly got good at the enema giving. During my 20's and 30's I lived abroad a great deal as my husband was in the RAF. This led to me doing other work, running a nursery school and teaching being the main ones. I then came back to nursing and managed not to kill anyone in the operating theatre and progressed into practice nursing.

Practice nurses can be seen as the "front line". We see lots of varied patients and have to be multi-skilled to do that. We endeavour to give a good service and promote health. There is lots of fun and giggles with our patients, but I suppose it can be observed that I don't get much call these days to do – yes! you've guessed – many enemas!

### **Patient Participation Group**

Our newly formed patient participation group has been working very hard to raise money to purchase a defibrillator for the Practice. At the time of writing we have raised £2798.00. Our book sales at the Surgery have been a huge success due largely to the generosity of the patients who have brought in books they no longer require and donated them. Our recent fund raising events were:-

### **Easter raffle**

First prize	Mrs Diane Lunn	Child's vacuum cleaner
Second prize	Mrs Coddington	Hero Easter Egg
Third prize	Mrs Powell	Doll
Fourth prize	Dawn Upton	Small Easter egg

### **Name the baby competition**

BABY ONE was named HOPE and was won by Mrs Daphne Cook of Bourne

BABY TWO was named RHONA and was won by Mrs Duell of Bourne

Many thanks to all who entered the competition. £86.00 was raised for the defibrillator. Also grateful thanks to Mrs E Stokes and Mrs P Fawcett for donating the dolls.

### **Hampers**

Mrs Stokes and Mrs Fawcett also kindly assembled two hampers for us which were recently raffled. First prize was won by Mr Douglas Cole and second prize went to Mrs Dorothy Kettringham.

### **Patient Participation Group**

Our Patient Participation Group is now becoming very well established and the Practice would like to thank all of the members of the group for the work they have undertaken in the 6 months. They are planning to hold a Market Stall at Bourne Market on Thursday June 5<sup>th</sup> selling books, bric-a-brac and home made cakes etc.

### **Appointments**

A routine appointment with the doctor lasts for 10 minutes. If you are booking an appointment and you think the matter will take longer than this to discuss please tell the receptionist so you can be allocated more time.

We also have early morning appointments available between 8.30 and 9.00 am. These slots are primarily intended to help those patients who have to go on to work and have difficulty obtaining time off. If you are not at work and able to come later please try not to use one of these early appointments.

### **Dispensary**

There seems to be some confusion about the function of our Dispensary waiting room. The room has been provided for patients who have just seen a doctor to wait in whilst their medication is dispensed. It can take us up to 20 minutes to dispense and check your medication after you have seen the doctor. When a doctor prescribes for you the details are immediately sent to the Dispenser's computer and she will have a queue of people on her screen who are waiting for their medication to be dispensed.

If, however, you have ordered your repeat medication two working days in advance and are merely collecting from the Dispensary then you can just go to the Dispensary window and tell the Dispenser you are here to collect. Most mornings our Dispensary clerk, Elysia, is able to give out this medication immediately so that the dispensers can carry on working undisturbed. During the afternoons you may need to wait a few minutes whilst the Dispenser finishes dispensing the items she is currently working on before she is able to serve you.

If you are in the waiting room and someone comes to the window and appears to be "jumping the queue" it is because they are merely collecting medication which has already been dispensed. Please don't think you have been forgotten and get up and stand in the corridor. This blocks up our corridor, is distracting for the dispensers and other patients at the window resent this intrusion into their privacy.

### **Repeat prescriptions**

Our reception staff now deal with repeat prescription queries – they are not dealt with by the Dispensary staff. We have made this change to improve our service to the patients.



## **Carers**

We are in the process of developing a Carer's register here at the Practice. We would like anyone who cares for a relative or friend to make themselves known to us by filling out a form which is obtainable from Reception.

(Piece to come from Cheryll on the Macmillan Charity being the Surgery's designated charity)