



## NEWS FROM RECEPTION

### NEED A REMINDER?

We now have the facility to text appointment reminders to patients' mobile telephones. If you have already given us your mobile telephone number, you should have received a text informing you of this service and giving you the option to opt out should you choose. If we do not have your mobile telephone number and you are happy for us to have it, please complete a form at reception and we will add it to our system. We may also use this service in the future to inform patients of other important information such as 'flu campaigns. We hope that this will be a useful service.



### Useful Telephone Numbers:

We have a 24 hour voicemail 'Appointment Cancellation Telephone Line' if you cannot attend your appointment for any reason. Please call **01778 562202** which will then give us the opportunity to offer your cancelled appointment to another patient.



We also have dedicated 'Prescription Telephone Line' numbers. You can call **01778 562223** between 10.00am and 12.00pm to speak to our Prescription Clerk or **01778 562203** for a 24 hour voicemail service for repeat prescriptions.

**Goodbye and Hello:** Following the retirement of Anne, one of our Receptionists and a valued member of staff for many years, we have recruited two new members of staff. We are very pleased to welcome **Della** and **Margaret** to the team.

**The Surgery  
40 North Road  
Bourne  
Lincs  
PE10 9BT**

**Phone: 01778 562200  
Fax: 01778 562207  
www.galletly.co.uk**

#### **Enquiries:**

**01778 562200**

#### **Appointments/ Cancellations:**

**01778 562202**

#### **Repeat Prescriptions:**

**01778 562203**

#### **Emergency Care Centre:**

**0845 045 0281**

#### **NHS Direct 24 hour Helpline:**

**0845 46 47**

#### **COMMENTS /FEEDBACK**

**If you have any comments/  
feedback/articles/etc., you  
would like to be considered  
for inclusion, please forward  
to Dawn at the Surgery.**

## PPG—PATIENT’S PARTICIPATION GROUP

The PPG took 14 patients to the panto, **The Cat, the Witch and the Squirrel**, presented by the Lions in Bourne. Everyone seemed to have a good afternoon and one of the ladies invited brought a big box of chocolates which were enjoyed by all!! Many thanks to all the helpers who supplied lifts and participated in the programme.



### **\*\*\*NEWSFLASH\*\*\***

#### **Nurse Candice in talks at the Lords**

Case Manager District Nurse, Queen’s Nurse, Candice Pellett attended the launch of a Government White Paper outlining future plans for the NHS which she helped to shape.

### **Profile on Lisa Anderson**

Since arriving at The Bourne Galletly Practice I have been made very welcome by staff and patients. I am one of the team of Nurses working at the Surgery where my role is mainly to run the Minor Illness Clinic.

I trained in Peterborough in 1987 and qualified as an RGN in 1990 which is now 20 years ago! My background was in Orthopaedics, A+E and more recently one of the Senior Nurses at the Peterborough Walk-In Centre and then on to the MIU in Oakham for a short while before coming to Bourne.

I also had an 18 month break when I moved with my family to the South of France to a small village near Bergerac. It was idyllic but the language barrier and isolation proved to be too much of a challenge and we returned to the UK (plus we couldn’t live without Linfords fish and chips!!).

In the Minor Illness Clinic we treat a variety of minor ailments and injuries and are often a patient’s first port of call if they are acutely unwell. The clinic runs from 9.00am to 17.30 pm daily Monday to Friday.

## **NHS Reforms—Government White Paper**

We are sure everyone will have heard of the planned changes within the NHS as part of the Government’s white paper on health. These planned changes will see the disbanding of Primary Care Trusts by 2013 and the formation of GP led commissioning consortia with the responsibility of procuring and delivering services based on local needs within local communities. In making these changes the government’s aim is to empower GPs to have a much greater influence over the types and quality of services provided for their patients. This will not be an easy task due to the complexities of existing NHS services particularly in relation to Hospital Trusts who will remain post 2013 and on whose services we all heavily rely. As such we all felt at the Galletly and indeed within our local health community, the need to play an active role during the transition period to

ensure the services provided to you as our patients is the very best possible. On this basis we, along with our GP colleagues in Bourne, Market Deeping and Stamford submitted an application to become a “pathfinder” consortia. We are very pleased to advise that this application was approved and as such we will form the Welland GP Consortia from February this year. In having our application approved, the Department of Health recognised the quality of care currently being provided along with our commitment towards continued quality of care. As we progress towards full GP commissioning by 2013 we will endeavour to keep you all informed of our progress and plans. Indeed, it will be essential that patient’s views and opinions are considered in order to obtain better localised care and services and this is something we are currently looking at ways of achieving and will advise you all further in the very near future.