



NEWS FOR DECEMBER 2011 & JANUARY 2012



CHRISTMAS AND NEW YEAR OPENING TIMES

The Surgery will be open as usual on Friday 23 December and we will be closed on **Monday 26 and Tuesday 27 December** for the Christmas Bank Holidays, opening again on Wednesday 29 December. We will also be closed on **Monday 2 January 2012** for the New Year Bank Holiday. Please be advised demand for appointments is usually high at this time of year so if your query is routine please consider if this could wait until the New Year.

DISPENSARY OPENING FOR CHRISTMAS AND NEW YEAR

The Dispensary will be open as normal from 8.30am to 6.00pm over the holiday period apart from the national Bank Holidays when we will be closed. Please order your prescriptions as you would usually do, unless you require them over this period. For patients who are on blister packs, we will deliver as normal. Please let Dispensary know if you will be on holiday over the Christmas period and require more than one week's medication issuing.

AT A GLANCE:

Friday 23 December	8.30am – 6.00pm
Monday 26 December	Closed
Tuesday 27 December	Closed
Wednesday 28 December	8.30am– 6.00pm
Thursday 29 December	8.30am – 6.00pm
Friday 30 December	8.30am – 6.00pm
Monday 2 January 2012	Closed
Tuesday 3 January 2012	8.30am – 6.00pm



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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

The new 111 service

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.

by Candice Pellett—Case Manager District Nurse, CPT, Queen’s Nurse

I have recently been involved with two documents that are now national publications. The first document “Nursing People at Home” by the Queen’s Nursing Institute was launched at an evening reception in the House of Lords recently. We had ministerial representation and Baroness Julia Cumberlege hosted the evening. At the launch, Baroness Cumberlege said “Home is best. Home is where people want to be. Nowadays nurses do very sophisticated things in the home, but professional compassion remains at the core of what they do”. The need for skilled home nursing is rising at a fast rate and this report examines stories from patients and carers to see what really matters to people in their experiences of their nurse and the nursing care they receive in their home environment. One of the findings that came from the report was patients and their families recognise and value the expertise of community nurses who are Competent and up to the task, Confident in a unique environment (in a person’s home) and Caring in the situation that the patient and their family finds themselves in. The report concludes with the actions that are required from nurses, commissioners, organisations and patients. The report can be accessed on: www.qni.org.uk

The second document that was launched with Press Release is called “Community Nursing: transforming health care” and I am proud that our case study has been chosen as one of nine studies as an example of excellent community care that the integrated team deliver here in Bourne for our palliative and end of life care patients. This report can be accessed on: www.rcn.org.uk

The Patient’s Participation Group (PPG) day at the Retreat In Edenham

The members of the Patient’s Group and 10 patients had an away day at the Retreat in Edenham on Wednesday 16 November. We picked up the guests from their homes and then all met for coffee and biscuits at 10.00am before a morning of craft work led by Jane Scofield. Everyone produced some lovely Christmas decorations. Some of us planted little bulbs in decorated pots. It was a really enjoyable experience. This was followed with a short picture quiz and then a delicious three course lunch provided by Jane, at the Retreat.

After lunch we were handsomely entertained by Anne Wadkin and her group of singers - the Singing for Pleasure group, affiliated to the U3A. Songs from the ‘shows’ and ‘golden oldies’ were enjoyed and we all had a good singsong to finish. The afternoon was rounded off with tea and cake, a present and a Christmas card, for all the guests to take home. Thanks to all who helped in any way and here's to the next time.



Annual Flu Campaign

We are now coming to the end of our Flu Vaccination Campaign therefore if you are in one of the ‘At Risk’ groups you will have received your letter of invite asking you to ring and book your appointment. If you have not made your appointment yet, do ensure you ring our Appointment Clerk on 01778 562201 (Monday to Friday between 9.30am and 4.30pm).



***WISHING YOU ALL A VERY MERRY
CHRISTMAS AND A PEACFUL,
HAPPY AND HEALTHY NEW YEAR***

