



## ***NEWS FOR APRIL & MAY 2012***

### **UPGRADE OF PRACTICE CLINICAL SYSTEM**

As part of a Department of Health national programme, the Practice will be undertaking a major clinical software system upgrade on the 10 May 2012. As a result of this we will be unable to offer a full service on the afternoon of Wednesday 9 May and on the morning of Thursday 10 May 2012 in order that we can conduct the transfer as smoothly and as quickly as possible. It is our intention to keep disruption to an absolute minimum however we ask that you note the following:

#### **Wednesday 9 May 2012**

(AM) – Surgeries as normal

(PM) - Routine Surgeries will stop at 4.00pm. However, we will maintain a minor illness service for acute/immediately necessary treatments. We respectfully request that patients consider the need to be seen urgently between 4.00pm and 6.30pm on this afternoon.

#### **Thursday 10 May 2012**

(AM) – No routine surgeries until 11.00am. However we will maintain a minor illness service for acute/immediately necessary treatments. We respectfully request that patients consider the need to be seen urgently between 8:30am and 11.00am on this morning. From 11.00am for the remainder of the morning, we aim to offer normal routine bookable appointments. However our capacity will be reduced as appointments will be booked at 15 minutes intervals. This is to prevent delays while staff become familiar with the new software.

(PM) – Normal routine surgeries. However please note that again appointments will be booked at 15 minute intervals.

**Availability of Appointments:** Under normal circumstances we offer appointments up to six weeks in advance. Unfortunately as part of the system upgrade we will need to reduce this time period until the new system has been installed on the 10 May 2012. As a consequence, we are only able to put new appointments onto our system (post 10 May 2012) for a three week period taking us up to and including the 31 May 2012. It is our intention to extend this period to offer our normal range of appointments (six weeks in advance) as soon as possible after the 10 May 2012. Consequently, if you require a routine appointment on or after the 31 May 2012 during our transition period, you may be asked to call back after the 11 May 2012.

We would like to thank all our patients for their understanding and support while we undertake this major system upgrade. Thank you!

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**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**

## NEW BLISTER PACK DELIVERY SERVICE

In September 2011 we introduced a Blister Pack system for dispensing patients to help improve patient safety. Repeat medication is placed in special trays which are then delivered to the patient's home free of charge every week. Patients can then be sure that they are taking the right medication at the right time. This service is specially designed to help our patients who have to take multiple medications or those who forget to take their regular medication.



We recently asked the recipients of this service what they thought and 95% of patients who returned their surveys agreed that the Blister Pack Service had contributed to an easier, safer way to take their medication.

As a Dispensing Practice we want to ensure patients are taking their required medication safely and regularly. If you or a family member would like to register for this service, please speak to your usual Doctor or a member of the Dispensing Team.

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

I was recently invited to speak at our local Dementia Support Group on my involvement with the Queen's Nursing Institute. The aim of the Group is to support people living with all types of dementia and their families in the Bourne, Deepings and Stamford area, offering opportunities for people to meet others who are also affected by dementia, to share their experiences and to provide mutual support. The group meets on a monthly basis throughout the area – if you are interested or would like to know more, Kate Marshall, Memory Health Care Worker, would be happy to take your call on 01778 440153 or 07867 635611.

A few weeks ago I had a TV crew out and about with me, filming people in their homes who are receiving community nursing services. The team came up early one morning from London and spent the day seeing and filming a variable District Nursing day. Thank you to all the patients who agreed to be filmed – a “taster” film (not for broadcast) has recently been pitched to a couple of TV companies and a great deal of interest has been shown. We are waiting to hear if we are going “live” for a documentary later in the year!



## RETIREMENT by Marie Bell

After 20 year's service to the Galletly Practice, it is time for me to say a fond farewell to the many lovely and special patients I have met along the way. I will certainly miss you all and also my working colleagues, however, no doubt, we will bump into one another somewhere in the town and you will probably say “now where have I seen her before?!” So it is '*cheerio*' for now.



**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.*