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Since my arrival at the Practice as Practice Manager (a little over two years ago) the pace of life has been frantic. Sadly the old Galletly Grapevine fell by the wayside as we all worked hard to develop the Practice so that we are in a position to provide a broader range of services and improve our patient access. We hope you all agree that the recent building developments are a step in the right direction and are only the first phase of our long term development plans.

Additionally we hope that our steps towards improving access are being met with your approval. We were keenly aware that our GP access was not as it could be, although this was in the main due to the population increase. We have recently increased the number of GP appointments during a normal week by 95 appointments. This has greatly improved our access to a point where we frequently offer same day bookable appointments. We of course continue to run our Minor Illness clinics which are nurse led (but supported by a duty GP) to cater for those unexpected acute problems.

We have also become a GP Training Practice which has seen the arrival of two GP Registrars. These are qualified doctors who are advancing their training to become GPs. Dr Paul Cregor will provide further details on this subject in our next edition. Finally, over the last two years we have seen a number of new team members and each department has included an overview of these changes for your information.

By introducing this newsletter we hope to let you all know what we are doing behind the scenes to provide you with the best possible care we can. However, if there is anything you would wish us to consider please use our suggestions box on the reception counter.

Ian Robinson  
Practice Manager



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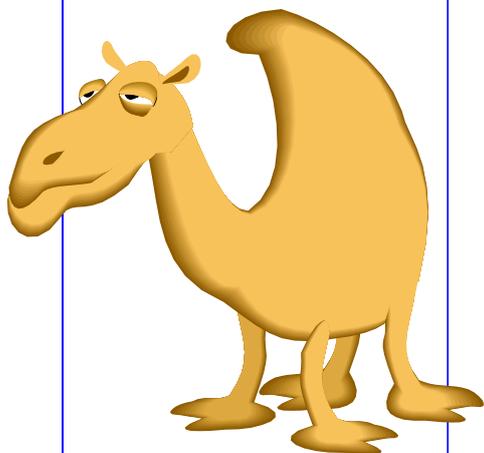
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## SAHARA ADVENTURE



Where would you go in the middle of the summer when temperatures are high and even being sat out in the sun is too much to bear? The Sahara Desert of course!! This is where I found myself last week – sat on a camel (Aziz) dressed like Lawrence of Arabia donning the full regalia of robe and head-dress, in the middle of the Sahara (well actually probably more to the edge really). Oh what a moment of madness that was, agreeing to go on a two day trip down to the Sahara whilst on holiday in Tunisia! Temperatures that particular day had been 56 degrees (!!!) but thankfully as it was now early evening it had dropped a little (though not that you'd notice!). That aside, I

have to say it was one of the most surreal moments of my life, sat on a camel as the sun was setting on the horizon. It was SO quiet, no birds, no traffic, nothing, absolute silence. It's moments like this, very small moments that interrupt our busy day to day lives which make you stop and think it really is a wonderful world.

*By Diane Westbrook*

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## WELCOME TO THE DISPENSARY DEPARTMENT

It has been some time since the last Newsletter, so I thought it would be good to catch up on staff changes in the Dispensary.

My name is Denise Woods and I have recently taken over as the Dispensary Manager. I have worked in the Dispensary within GP Practices for over 10 years and came to this position from Munro Medical Centre in Spalding. I am married to Andrew and have two grown up sons. I love reading and gardening, although I prefer to plant the flowers than pull up the weeds!

I have received a very welcoming and friendly reception at the Practice, which has made the transition from one job to another much easier. Thanks to staff and patients for that.

We also have two new Dispensers one being Val Spencer who has been doing some locum work within the Practice before becoming a “fully fledged” Dispenser with us. The second new Dispenser is Sarah Ives. Sarah was previously working at the Deepings Surgery. Both Val and Sarah are settling in well and getting to know the patients.

Our other two Dispensers are Andree Blaza and Alison Pollard and I would like to thank them for helping myself, Val and Sarah to settle in.

Andree is soon to be taking part in the ‘3 Peaks Challenge’, she will be climbing Ben Nevis, Scafell Pike and Snowden at the end of July; I am sure she will update you on how this goes in a further issue.

Well I hope this has given you a little insight into the Dispensary staff; feel free to pop to the Dispensary hatch and say hello when you visit the Practice.





## WELCOME TO THE ADMINISTRATION DEPARTMENT

The Administration Department consists of six people, seven if you also include the Deputy Manager. We all work from the offices upstairs in the oldest part of the building, some of you probably are not even aware we exist. Let me introduce you to us all.

**Julie Smith** is the Deputy Manager to Ian Robinson, our Practice Manager; she has worked continuously here for over 29 years! Her skills are vast and she is able to work in any department when needed.

**Cheryll Perkins** is the Administration Manager and has worked here for nearly 23 years. Her role is to ensure that patients on the Chronic Disease Registers (those with Diabetes, Asthma, COPD, etc.) receive all their required monitoring to ensure their chronic disease is kept under control. She is also relief to the Secretary, Insurance Clerk and Scanning Clerk.

**Pauline Exton** started working here in 1962 and although she took eight years off when she had her daughter, she was always available to cover holiday and sickness. She is our Scanning and Data Entry Clerk and job shares with Liz Morgan.

**Liz Morgan** has worked for the Practice for nearly six years now. She began in Reception, and when a vacancy became available, she moved to the Admin Department to job share with Pauline. They scan all incoming correspondence to patient's medical records and ensure that any data is correctly coded. Liz also monitors the Cervical Cytology (smears) Register, and is a relief Secretary to Diane.

**Diane Westbrook** joined the Practice almost nine years ago and is our Secretary and is responsible for all GP referrals. Once a decision has been made to refer a patient for further care, Di types the letter to the relevant recipient and records it in the patient's medical records. Di is also relief for the Insurance Clerk

**Dawn Phelan** is our newest member of the team; she joined us just over two years ago as our Insurance Clerk. She deals with all incoming correspondence relating to any Solicitor or Insurance Company. She is also learning many other aspects of the Administration Department. She is a relief Secretary to Diane and also helps with the scanning and data entry.

**Ann Wright** joined the Practice in 2004 and she is responsible for summarising patient's medical records. All new patients' records are summarised as they come into the Practice. Ann is also a relief Scanning Clerk.

In future issues of this Newsletter each member of the team will elaborate on their role within the Administration Department so you can see just what happens behind the scenes.

## OUR NEW RECEPTION

We have been working in our new Reception area and office for several weeks now and we are sure you will all agree that it is a much more spacious and pleasant environment for our patients. Our new Reception desk is much larger and has an area for wheelchair users which also provides patients with a space to speak more confidentially with the Receptionist should they wish to do so. We still have the electronic arrivals machine which enables patients to book themselves in for their appointments and avoid queuing at the desk. There are three slots in the top of our new desk, one for Repeat Prescriptions, one for suggestions and one for samples. We would ask that patients always provide us with any new information that they may have such as changes of address or telephone number. The Receptionists have forms for this purpose if you ask at the desk. If you have a mobile telephone number please let us have it as this can be very useful should we need to contact you. We also hope to set up a system whereby we can text appointment reminders and any other useful information to patients and will need mobile numbers for this.

We now have two waiting rooms, known as the blue waiting room and the red waiting room. If you have an appointment with a Doctor whose room is at the new end of the building you will be asked to wait in the red waiting room. The message board which calls you for your appointment shows the same messages in each room.

Alongside the Doctors' appointments our Nurses run Minor Illness Clinics in the morning and the afternoon.

These are by appointment only and can only be booked on the day. Our Nurses are very experienced and are able to deal with many minor ailments, freeing up our GP appointments for more serious cases. Our Reception staff have been instructed to request brief details of the patient's problem to ascertain whether or not an appointment in the Minor Illness Clinic is appropriate. Should you feel that you do not wish to disclose details of your problem please tell the Receptionist that the matter is personal.

In April this year we became a Training Practice for GPs and you may now be offered an appointment with one of Registrars. These Doctors are fully qualified, but need to spend time working in General Practice in order to become GPs themselves.

Please remember, if you are unable to keep an appointment that you have made, please cancel it so that we can offer it to someone else. Sadly, hundreds of appointments are wasted every year by patients who do not attend.

We hope you like our new environment as much as we do.

*Debbie Galloway*  
*Reception Manager*



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***'You'll always get what you always got if you always do what you've always done'***

## WELCOME TO THE NURSING TEAM

My name is **Claire Hannant** and I am the Lead Nurse for the nursing team. I have been with the practice for nearly three years and Lead Nurse for just over a year. My current role is very varied and includes working within all the clinics we offer plus managing the nursing team to ensure the nurses all turn up to work when they should! I also have a certain amount of administration duties to do as well. Prior to commencing my role at the Practice I worked in the Minor Injuries Unit at Stamford Hospital and held the post of Sister/Emergency Nurse Practitioner. I have also worked in the A&E Department at Peterborough District Hospital and therefore have lots of experience in dealing with minor injuries. Within the nursing team we have another four Nurses and two Phlebotomists.



**Linda French** – Linda has worked at the Practice for approximately 20 years and predominantly looks after our patients who have a chronic disease. Linda is also able to cover the Minor Illness Clinic and Treatment Room when needed .

**Sarah Ward** has worked at the Practice for just over a year and prior to this worked in the Minor Injuries Unit at Stamford with me. Sarah's nursing background is mainly in intensive care and she has worked in various hospitals in the country including Southampton and Newcastle. Sarah is qualified to work within all the clinics we offer at the Surgery and is currently undertaking her degree module in COPD.

**Pat Lennard** has been with the Surgery for nearly a year and prior to this was a Practice Nurse at Heckington Surgery in Sleaford. Pat has many years of experience as a Practice Nurse and did her nurse training in the army. Pat's role within the Practice is to manage those patients with a chronic disease plus working in the treatment room and running the INR clinic if needed. Pat is currently undertaking her training in the initiation of insulin for diabetic patients.

**Lisa Anderson** joined the Practice nearly a year ago and works predominantly in the minor illness clinic but can provide cover for the treatment room and INR clinic if needed. Lisa's nursing background includes orthopaedics, A&E at Peterborough (where I first met Lisa), Peterborough Walk-In Centre and then Oakham Minor Injury Unit before joining the Practice. So she is very experienced in minor injuries and minor illness.

**Sara Linford** has been at the Practice for also nearly a year and prior to this worked in the pre-assessment clinics for orthopaedic surgery. Sara has also worked on the orthopaedic wards at Edith Cavell and Peterborough District Hospital. Sara predominantly works in the treatment room but also runs the INR clinics.

**Marie Bell** is one of our Phlebotomists and has worked at the Surgery for 18 years. Marie is responsible along with Gemma, our other Phlebotomist, for taking blood samples from patients (sometimes a difficult task) and also for the 24hr blood pressure monitoring.

**Gemma Wright** has worked at the Surgery for approximately seven years and initially started out as the Scanning Clerk and Insurance Clerk before deciding to take up a phlebotomy post within the Practice. Gemma is also responsible for the 24hr blood pressure monitoring.

There is lots more to tell about the nursing team and the services we offer but we will cover more in the next issue. I will just mention as it is the start of the school holidays and many of you will be packing your suitcases, have you thought about any travel vaccines you may need? One of the many services we offer is travel advice including any vaccinations you may require. Turkey at the moment is a very popular destination but do you realise Hepatitis A and Typhoid vaccinations are recommended for this country. All you need to do is make an appointment for a telephone travel consultation and we can give you advice on whether you or your family require any vaccinations. Don't forget, holiday vaccinations need to be given approximately 10 days before you travel.

## COMMENTS / FEEDBACK

We do hope you have enjoyed this new edition of the Bourne Galletly Practice Team Newsletter. Going forwards, the Newsletter will be published on a bi-monthly basis (next edition 1 October 2010). If you have any comments/feedback/articles/etc., you would like to be considered for inclusion, please forward to Dawn Phelan at the Surgery.



## HOROSCOPES



### **Leo (The Lion) 23 July - 22 August**

**Leo:** is the fifth and fixed/fire sign of the zodiac.

General personality traits of a typical Leonine:

*Positive:* Loyal and honest, house proud, lively, hospitable and generous, self-sacrificing, responsible, takes others at face value, dignified and friendly.

*Negative:* Uncaring, sulky, smug and boastful, a taker of undue credit, likes to keep up appearances, obstinate, arrogant, wilful and cold hearted when hurt or upset.



### **Virgo (The Virgin) 23 August - 22 Sept**

**Virgo:** is the sixth and mutable/earth sign of the zodiac.

General personality traits of a typical Virgoan:

*Positive:* Helpful and gentle with the helpless, empathetic and sympathetic, humane, health conscious, charming and witty, affectionate and dedicated.

*Negative:* Critical of laziness in others, demanding, untidy, somewhat a hypochondriac, moody, eccentric and anxious.

*“Aim for the moon; even if you miss, you’ll end up amongst the stars”*



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## THE FRIENDLY PRACTICE

### Please ring for:

Enquiries:	01778 562200
Surgery Appointments:	01778 562201
Cancellations:	01778 562202
Repeat Prescriptions:	01778 562203
Emergency Care Centre:	0845 045 0281
NHS Direct 24 hour Helpline:	0845 46 47