

GALLETLY

The Surgery
40 North Road,
Bourne
Lincs.
PE10 9BT



R A P E V I N E

The staff profile for our Spring 2005 newsletter comes from our "Super Sec" Diane Westbrook. Diane types up all of the doctors' dictation tapes in super quick time and is the person responsible for many of the administrative jobs within the Surgery.

PROFILE ON STAFF - DIANE WESTBROOK PRACTICE SECRETARY

Age: Feel about 30 - I'm sure there's a misprint on my birth certificate. (It says I'm quite a bit older than that!!).

Born: Born over the border in Dundee - descendant of the Weir and McDonald clans (not keen on the McDonald tartan - prefer the Royal Stewart myself!). Brought up there in my very early years - and returned for a few years as a young teenager. Loved the Bay City Rollers!

Family: As mentioned, Scottish parents who have now settled here in Bourne. Married a Yorkshire man and have two beautiful teenage daughters born in Monchengladbach and Norwich. My other half is serving in the Royal Air Force hence a German delivery! (and that's another long story!!). We have two cocker spaniels, Simba and Nala who ensure I get my regular daily exercise - sometimes a lot quicker than I would like as I get dragged

around the houses as they lock on to another dog's scent!

Education: Started kindergarten at the age of 4 in Singapore and could count to ten in Chinese (would've been helpful knowing this as I order my Yang Xang takeaways but now forgotten!), attended 9 different schools as father was in the RAF. My last school was Kent School, Hostert, West Germany. This used to be a children's home for disabled/mentally handicapped children run by nuns before the war which was then taken over by the SS Gestapo! The school is very old and has eight cellars under the building which were always padlocked off - this made for several lunch time adventures clad in black polo-necks and trousers!! Despite my thirst for exploration of the grounds, I did manage to leave with a string full of secretarial qualifications!

Career: Joined the Navy (WRNS) in March 1978 in Reading, trained in Chatham. Served 7 years in Portsmouth, Plymouth, Naples, and Brampton. Met husband Andy as we were both at Brampton, left the Navy and became an RAF wife. Latter half of career has been with NHS working in several GP Practices and Hospitals and now here as Practice Secretary and here I will stay!!

Hobbies: I love dancing of all kinds - have done sword dancing, Scottish country dancing, ballroom, and Latin American (not to mention disco when given half a chance!) I also go to the gym 2 or 3 times a week - don't know if you'd call this a hobby - more of a 'must do'!! I enjoy a good book, most soaps on telly and a bar of plain chocolate!

Enquiries	01778 562200
Appointments	01778 562201
Repeat Prescriptions	01778 562203
NHS Direct 24 hr Helpline	0845 46 47
Out of Hours Emergencies	0845 045 0281

Target Training dates

Please note that the Surgery will be closed from 12.30 pm on the following dates to allow the Partners and staff to attend the Lincolnshire Target training.

Thursday 12th May
Thursday 16th June

If you need to collect medication from our dispensary please ensure you do so before 12.30 on these days.

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April 2005

Lincolnshire Target training

Many of you have asked what this training is all about and why we close for a half day each month. Contrary to popular opinion we are not all training with bows and arrows! Target is an acronym for Time for Audit, Review, Guidelines, Education and Training. Traditionally it has been very difficult for General Practitioners and their staff to find time in their schedules for training and keeping up to date – yet this is vital to enable us to deliver up to date and effective care for our patients. Whilst we are closed any patient requiring emergency care is looked after by the on call doctor at the emergency service. You should first call NHS Direct if you have a problem on 0845 46 47. If they advise that you need to contact the emergency service the number to call is 0845 045 0281.

IMPORTANT ANNOUNCEMENT

Change of out of hours contact number

Please note that the number to contact if you have an emergency situation that cannot wait until the Surgery re-opens then the number to call has now changed to:

0845 045 0281

Pneumonia vaccination

Pneumococcal bacterial infection is still a leading cause of death and illness throughout the world, despite the use of antibiotics. Vaccines have been developed to help prevent infection, especially for those groups most at risk such as those with immune suppression, the elderly and those with chronic illnesses. These vaccines give protection against 23 different types of pneumonia and one type of meningitis.

The bacterial strain *Streptococcus pneumoniae*, also known as pneumococcus, is a leading cause of illness and death especially for those over 65 years of age. The number of deaths per year from this bacterium have remained the same for the last 40 years, despite the introduction of penicillin antibiotics. Many of you will have received a letter from the Practice giving you this information and lots of patients attended our special clinics which were held this month and had the jab. For those of you who did not take up the offer we would urge you to please give some thought to having the injection. It could save your life!

Rippingale Delivery service

In addition to our deliveries to the Post Offices at Morton, Langtoft, Baston and Thurlby on Thursdays the Practice now operates a delivery service of prescriptions to Rippingale Post Office. If you order your prescription by Tuesday the prescription will be delivered to Rippingale Post Office on Friday afternoon. We are only able to offer this service to patients who do not pay a charge for their prescription.

Imagineering project

The Surgery is fortunate enough to be piloting a project funded by Trent Strategic Health Authority. They wished to look at emerging new technology and how best use of this could be made in General Practice. Thanks largely to the efforts of Dr Ian Pace and his interest in medical computing the Surgery won the bid to pilot this project.

Recent visitors to the Surgery will possibly have used our new checking in system. It is very simple to use and registers patients' arrivals for Surgery appointments so that patients do not have to queue for the receptionist. If you have not used the system before just ask the receptionist who will be happy to show you. There are two methods of checking in one is using the date of birth and the other is using your fingerprint. You must first register your fingerprint with the Practice to use the latter method.

Once you have registered your fingerprint with the Practice you will then be able to access our health portal in the small room off the waiting room. You can view your medical record by entering your ID number together with your fingerprint. This method of access is very secure as there is only a one in 15 million chance of someone having an identical fingerprint together with an identical date of birth!

From here you will also be able to access health information. For example if the doctor prescribes new medication you will be able to read all about it. The portal also has links to external sites.

Please be patient if you experience a glitch with the technology. Remember we are piloting this and it is our job to iron out the glitches.

When the majority of patients are using the system we will be in a position to re-deploy one of our reception staff to answering incoming telephone calls and hopefully improve this aspect of our service. If you have any suggestions as to how the system could be improved please do pop your comments into our suggestion box.

Last, but definitely not least, we would like to thank all the members of our Patient Participation Group who freely gave their time every morning for three weeks to help show their fellow patients how the system worked. We are extremely grateful for their assistance as this helped get us off to a flying start!

An invitation from our Patient Participation Group

The PPG would like to extend the hand of friendship to anyone attending the practice who has been bereaved or who needs to share a problem over a cup of tea. Meetings would be held in an informal setting and would be totally confidential. Please contact either the deputy Practice Manager, Julie Smith or Diane Westbrook the Practice Secretary, for a contact telephone number if you think we could help.

