

GALLETLY

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



R A P E V I N E

The profile for this quarter's newsletter is from Sister Karen Gowing who recently joined our Nursing Team.

Age: 41 (only just)

Born in Stakeford, Northumberland. 1 Mile from Ashington- where the Charlton brothers come from!

Stakeford was a mining village (no mines now, apart from a mining museum in Ashington). My Granddad was a miner, and my dad was an electrician in the mines until he joined the Royal Air Force before I was born.

Lived: I have lived in many locations, Northumberland, Germany, Cyprus, Doncaster, Norfolk and Lincolnshire, where I have been for approximately 26 years. My parents settled in Stamford. I have lived in Bourne for 17 years.

Family: I married Bill in 1983, he is from Blackpool and is currently serving in the Royal Air Force.

I have two children, Clare, who is 20 and also serving in the Royal air Force. She was born at RAF Wegberg in Germany.

Craig is 18, and has just finished his 'A' levels. He was born at Peterborough and is just about to start University to study Neuro Science and then, hopefully, Medicine.

I have a Black Labrador called Token, she is 14 yrs old.

Education: I attended many schools as my Dad being was in the RAF.

Career: I first started my Nursing career in 1982, but gave it up to move to Germany with my husband. I returned to nursing in 1992 (two children later). I have worked at The Edith Cavell Hospital, Peterborough District Hospital, Stamford hospital, Market Deeping Health Centre, RAF Cottessmore Health Centre, RAF Wittering Health centre and HMP Peterborough (that was an experience!)

The areas I have worked in have been General surgery, Day Surgery (including, Gynaecology, Orthopaedic, ENT, Breast surgery & Endoscopy) and Practice Nursing.

Enquiries	01778 562200
Appointments	01778 562201
Repeat Prescriptions	01778 562203
NHS Direct 24 hr Helpline	0845 46 47
WellDoc 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 15th September

Thursday 13th October

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

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Automated check in system

In our last newsletter we told you all about how we had won a bid to pilot the automated check in system. Many patients are now using this and helping the surgery to reduce the queues at reception. Some patients seem to have misunderstood the purpose of the new technology. Our reception staff are very busy people and have a lot of incoming telephone calls to answer each day. Many of you have commented on how difficult it is to get through to the Surgery, especially first thing in the morning. If more patients used the system we would be able to have an extra telephone line in the office at the rear of the reception and calls would be answered more quickly - but we do need your co-operation to achieve this - please help us by using the system where possible.

Did you know?

We have an electronic patient information centre tucked away in the room situated off the waiting room? There is a notice on the door identifying it clearly. Please do go in and use the system to find out more about a particular medical condition or to find out more about the medication you are taking. If you have registered your fingerprint with the Practice you can also use the system to view your own medical record.

Our patient Participation Group will be attending the Practice in September to assist those patients who require help to use the system. It is however, very user friendly if you have some spare time feel free to have a play with the system and find out what it can do for you. If another patient is using the system please wait outside and respect their privacy.

Birth announcement

Congratulations to Mrs Emma Buffery, our evening receptionist, who gave birth to a son on 23rd May this year. Mum and baby are thriving and Emma will be returning to work at the end of her maternity leave in November.

Her leave has been covered by Mrs Anne Pickering who will be joining us shortly as a permanent member of staff.

Car Parking

We do realise that parking at the Surgery can be difficult at busy times. If you live nearby, and you are able, the doctors recommend that you leave the car at home and walk or cycle to the Surgery - it will ease the car parking problem and you will benefit from the exercise!! We are planning to redesign the car park in the near future to create more space.

Please do not park across the entrance to the Doctors and Staff Car Park. This must be left clear for doctors to attend emergencies.

Repeat prescriptions

Our repeat prescription line is staffed from 10.00 am to 12.00 noon each day. This service is primarily for village patients who have difficulty travelling to the Surgery and need to speak to the Prescription clerk. If you do need to speak to the clerk please have the name of your medication to hand. This can be found on the slip of paper which will be in your bag of dispensed drugs (either the Town Pharmacies or our Practice Dispensary). Unfortunately we are still getting patients asking for "my little pink heart pills". The staff will not know what these are and the prescription is delayed and the line is tied up preventing other patients from getting through.

The automated repeat prescription line can be used by all patients and operates 24 hours a day, 7 days a week. (01778 562203).

Repeat prescriptions can also be ordered via the Practice Website www.galletly.co.uk. This is our preferred method of ordering.

You can also pop the tear off slip from your last prescription into the box on the desk. The staff will use this to prepare your next repeat prescription ready for the agreement and signature of the doctor.

We do provide slips for patients to fill in to request their medication but these are for emergency use only. They are often difficult to decipher and are passed as queries to the doctors and therefore are subject to delay. Please try to ensure that your tear off slip, which gives us the information we need, is used.

Galletly Patient Participation Group

Friendship Group

Mrs Anne Gibson, Chairperson of the Group, is in the process of establishing a friendship group for the Surgery patients. If you are in need of a friend at a difficult time in your life, e.g. recently bereaved, then please do get in touch with her. The telephone number is 01778 394972.

3D Slide Show

This will be held at the Corn Exchange on Wednesday 5th October commencing at 7.30 pm. Tickets will be on sale at reception from mid August. The subject will be "Natural Wonders" and tickets will be £5.00 or £3.00 for concessions.

MacMillan Coffee Morning

This will be held at the Practice in the Alistair Suite on Friday 30th September from 9.30 am onwards. Proceeds will be donated to the Macmillan Nurses Charity.

Patient: "Doctor, doctor I think I'm a moth"
GP: "You need a psychiatrist. Why did you come here?"
Patient: "Your light was on!"

Boom Tish!!

Patient: "Doctor doctor have you got anything for wind?"
Doctor: "Try this kite!"

Patient: "Doctor doctor I keep thinking I'm a dog!"
Doctor: "Well lie on the couch and tell me about it."
Patient: "I can't - I'm not allowed up on the furniture!"

New chairs for the waiting room

You may have noticed that we have 2 new black high leg chairs in the waiting room. These have been purchased by the Patient Participation Group for the use of patients with mobility difficulties. They are especially useful for patients who have difficulty rising from a standard seat height. The arms also assist patients in getting in and out of the chair. Please leave these chairs for the use of the less mobile.