

Summer 2009



Welcome to New Doctor

The Practice welcomed Dr Catrinel Wright who has taken over Dr Quinn's list and has been working full-time at the Practice for just over 4 months. Here she introduces herself formally...

" My brother always wanted to be a doctor, so I didn't like to be left behind! I was one of those students who enjoyed most specialities in medical school, and realised soon after graduation that General Practice was the best choice for me. I have trained and worked overseas, then chose to do several years further training in various specialities and hospitals in the UK. This was not only good for my medical knowledge and experience, but also gave me a better understanding of the geography and culture of Britain. I have a special interest in Women's Health, and more recently, skin diseases. Wiltshire was one of the places that I most enjoyed during my training years, which is why I applied when Lovemead Group Practice advertised for a new GP. I look forward to a happy and fruitful working life here, and hope to put down some roots."

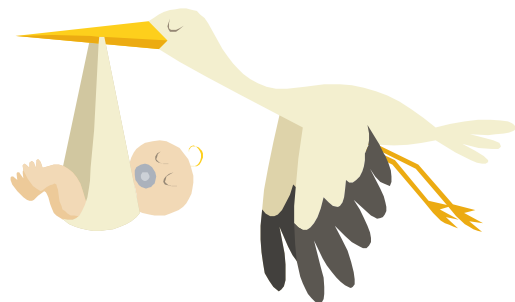
Dr Catrinel Wright

Retirement of Prescription Clerk.

The Practice said a sad farewell to Tina Foxon who had worked here for many years and had been of help to many patients. Tina is looking forward to holidays in her caravan and spending more time in her garden.

New Babies

We are delighted to announce the arrival of Oliver to Dr Jeremy Cottrill and his wife Terry.



Immunisations

The HPV Vaccine is being offered to all girls aged 17-18, born between 01/09/90—31/08/91. The Vaccine helps to protect against the two main types of virus that can cause 70% of cervical cancer. Regular smears and condoms are still advised. For effective protection you will need 3 injections. If you have missed any of your appointments, please ring the surgery to rebook or speak to the Practice Nurse.

Any under 18's who have not had two doses of the Measles, Mumps and Rubella (MMR) vaccine will be invited to attend the surgery.

Extended Hours

Monday 8.30am to 7.30pm

Tuesday 8.30am to 6.30pm

Wednesday 8.30am to 7.30pm

Thursday 8.30am to 7.30pm

Friday 8.30am to 6.30pm

Alternate Saturdays 8.30am to 10.30am

Out of Hours Service 0300 111 5717

Change Of Address?

Have you moved recently - have you told us your new address and telephone number?

If the answer is no, please ask Reception for a "Change of Address" form so that your records can be updated. Also, if you are awaiting hospital treatment etc, don't forget to notify them as well.

**Travel Advice**

Summer is Here !

For those of you planning trips abroad please make sure you contact us in good time. A minimum of 6 weeks before you intend to travel (3 months where possible) is required so that we can collect enough information to get you covered in time as some immunisations require more than one dose with time in between.

Annual Reviews

If you have a chronic illness (Asthma/Diabetes/Heart Disease/COPD), please book your annual review with the nurse. Annual reviews allow us to make sure your condition is being monitored properly and that you are getting the right medicine to treat it. We hope that this will help to reduce the effect it has on your life.

Repeat Prescription**Reminder**

Please allow 48 hours for repeat prescriptions to be processed
The home delivery service is only available to the housebound, infirm or elderly.

**Lovemead Group Practice**

Roundstone Surgery

Polebarn Circus

Trowbridge

BA14 7EH

Phone: 08444 778952

Fax: 08712 214843

E-mail: switch.board@gp-j83008.nhs.ukwww.roundstonesurgery.co.uk

Test Results

When you have a blood test at the surgery or provide a sample in a specimen pot, a courier collects the samples at lunchtime and delivers them to the RUH where they process thousands of samples on a daily basis. The results are sent back to the Practice electronically where they then wait for your doctor to look at and action them. The results administrator then passes on information given to her by your doctor, she does not interpret the results and cannot answer medical queries about your results. **Please note if you have had an investigation, it is YOUR responsibility to contact the surgery for your results.**



Test Results: Did You Know?

Each investigation takes time to be processed;

- Blood tests take up to 3/5 working days
- Urine Samples 7 working days
- Stool samples 10 working days
- X-rays and Scans take up to 4 weeks
- Smear tests 4 weeks.

If your Consultant has ordered an investigation, the results will often return to that clinic and we would recommend that you contact the hospital in this case.

We receive about 1000 results per week from the laboratory!



The Results Line has an answerphone and the clerks will get back to you if you leave a message.

Appointments

The Appointments line is for booking appointments, telephone consultations, requesting visits if necessary and cancellation of bookings.

Appointments Did you Know?

The week beginning 8th June (Monday to Saturday), 1125 appointments were booked. 19% of these slots were missed. **Please remember to cancel if you can't make your appointment**

Help Us to Help You



Telephoning the surgery, who shall I ask for?

Please note Mondays are particularly busy - on Monday we took approximately 1000 calls!

Personal Assistants

Each Doctor has their own Personal Assistant who is able to help with enquiries when an appointment is not necessary. Certain admin requests don't always need an appointment ie Sick Certificates, enquires about hospital appointments and requests for letters.

Claim forms/Insurance Questionnaires/ Solicitors Reports

Non-NHS work is clerked in on arrival and we allow our doctors up to 3 weeks to process these forms or reports. Please note that we do make a charge for these items. Solicitors and Mortgage companies need to provide us with your consent before we release any information and you will be given the opportunity to look at the report before it is sent off if you have expressed this on the consent disclaimer.

Prescriptions

Telephone requests are only for the housebound. Please feel free to post, email (switch.board@gp-j83008.nhs.uk) or fax (08712 214843) us your prescription requests. Urgent prescription requests need to be brought in and will be actioned by a doctor at about 5 o'clock.

On average, we process 550 repeat prescriptions per week.



Referral Letters

In the month of April we made 332 referrals. Patients can now be seen by any NHS hospital in the country. If you need to see a consultant, your doctor will offer you a choice of hospital and you will be given paperwork to book your appointment on the telephone.