

Carnon Downs Surgery



Newsletter

Summer 2010

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Welcome to the summer edition of the surgery newsletter. 2010 has been a busy year so far... February saw Susan Horswill retire from the position of Practice Manager after 11 years and Sally Rickard took over this position from 1st March. In April Dr Alison Flanagan and Dr Paul Cook were both made partners and Rachael Brown joined the nursing team as our third practice nurse. We are also expecting three babies before the year ends!!



Alison Hunt has recently been appointed as IT Lead at the Surgery. Further to the commencement of this new role Alison has been extremely busy working on our new website. The Carnon Downs Surgery website can be found at www.carnondownssurgery.co.uk and is packed full of information for our new and existing patients. We would be delighted to hear any feedback from you regarding the new website and hope that you will use its interactive features. We are very pleased that we will shortly be able to offer online ordering of repeat medications. This facility has been incorporated into the website and is currently being tested with a view to all patients being able to order their medications through the website by the end of September 2010. If you would like to register for this service please ask for a form at Reception. Each patient must have their own separate e-mail address as this is the unique identifier required by the system to recognise different patients.

ANNOUNCING YOUR ARRIVAL FOR APPOINTMENTS.....

The electronic arrival device positioned at the entrance to the Surgery has been modified. It is now much simpler to use and just involves choosing the day and month or your birthday and pressing OK in order to book yourself in for your appointment. If patients use the machine this helps with congestion at the reception desk. There are instructions beside the machine but if you would like a demonstration please ask at Reception.



TRAVEL VACCINATIONS

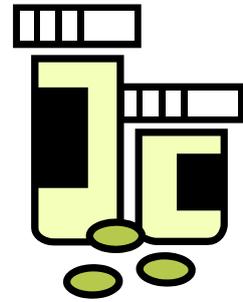
If you require vaccinations for foreign travel you will need to make enquires well in advance of your departure. These requests are sometimes quite involved and workload increases dramatically at peak times. Patients may require a course of injections over a prolonged period of time so please give the nurses as much notice as possible.



The staff at Carnon Downs Surgery have decided to support a different charity each year. We have chosen Marie Curie Cancer Care this year and an evening Mid Summer Madness Walk in June has already taken place. We will be holding a “Blooming Great Tea Party” on Saturday 25th September from 11am to 1pm and would like to invite patients to join us for a cup of tea or coffee and a slice of cake. We will take this opportunity to launch the new Surgery website and demonstrate how to order prescriptions online.

Medication collections & results

We are always really busy for the first hour of the day. It would be a great help to the reception staff if medication requests, prescription collections and enquiries about results were left until after 10am. If you are unable to call later please be patient as you may be required to wait a little while for your request to be dealt with.



MISSED APPOINTMENTS

Don't forget - if you are unable to attend a planned appointment please inform the surgery in good time. There is always high demand for our appointments and it is a shame to waste one.

ADVANCE BOOKING FOR ROUTINE APPOINTMENTS

Each of the doctors offers a number of appointments each day that can be pre-booked up to two weeks in advance and we also have a surgery on a Saturday morning that is always booked before the day and is ideal for full-time workers. Please speak to the receptionists if you would find this helpful.



You may have noticed a planning application in the West Briton for a small extension to the Surgery. This year due to more and more services being provided at the Surgery we have been unable to accommodate the retinal screeners for our diabetic patients due to lack of space. However, all being well we will have a 6th consulting room, a new storage area for our medical records and modifications to our administration space in the not too distant future.