

Newsletter Smallbrook Surgery

Practice Website: www.westburygp.co.uk
Smallbrook Surgery: 01373 828330
Email: WCCG.Smallbrookgeneral@nhs.net

Winter 2016

The Doctors and Staff would like to wish you a Merry Christmas and a Happy and Healthy New Year!!



STAFF NEWS...

- Dr Gumbley is retiring on 31st December 2016. We wish Dr Gumbley a happy, healthy and long retirement – but we look forward to seeing him soon as a locum GP!
- Erica Cattermole – Practice Nurse will be leaving the practice in the near future. We wish Erica well for the future.
- Chris Gunter – has the left the Reception Team. Best wishes Chris!
- Dr Taylor – will be reducing her working week to 3 days per week on her return from sabbatical in April 2017.

We are very sorry to inform you that Dr Matthews, locum GP, passed away very suddenly in September. We send our condolences to his family.

Smallbrook Surgery Patient Participation Group

The Patient Participation Group (PPG) for Smallbrook has been active over the last 4 months. Many of you, I hope, have seen the first of the PPG Info Sheets, which was offered to patients at the surgery and also sent by email. Another Info Sheet will be written shortly. The aim of the PPG is to act as a voice for patients and to help our surgery provide the best possible clinical care within the constraints of the NHS. Some of you will have seen the excellent article in the Journal recently by David Reeves, who is Chairman of the Avenue PPG, following an open meeting we attended discussing the problems of the NHS and how best we, as patients, can manage our care and expectations within these real constraints and issues.

All our clinical and administrative staff at Smallbrook (and the White Horse Group in Westbury) are doing their best to provide top-class care. There are some areas of concern, such as the new appointment system, but we are working with the surgery to ensure that the service you get is as good as it can be.

Jules Snell
Chairman, Smallbrook PPG

IMPORTANT INFORMATION

Urgent Duty Doctor Appointments

Urgent, on the day appointments are only 5 minutes. Sometimes the nature of your condition can be dealt with over the telephone. When making an appointment, the reception team will triage your request and make a decision based on the information given to them. If you have been given a telephone appointment, during the telephone consultation with the GP, the GP will make the decision whether they need to see you, and if necessary ask you to come to the surgery to be seen face to face, or tell you to make a routine appointment in the near future.

The GP on duty will only deal with the problem that is urgent for that day.

Thank you for your cooperation.

Updating Your Contact Details

Please let Reception know if your address, landline telephone or mobile phone number changes so that we can update your records.

Alternatively you can email any changes to wccq.wgppatientvoice@nhs.net

Patients Attending Asthma and / or COPD Clinics

When attending either an Asthma Clinic or COPD Clinic appointment, please ALWAYS remember to bring your inhalers with you.

Important Information Concerning Samples

All samples need to be at Smallbrook Surgery **by 10.30am** with a completed samples form which is available from reception.

****If samples arrive after 10.30am or do not have a form with your details on, they will not be tested.**

Results Service

The Results Service telephone is now open:-

Monday – Friday 8.30am – 1pm and 2pm – 5.30pm

Ordering Prescriptions

When ordering your prescription, please only order the items you require – not everything on your repeat just because it is on your repeat order form. Thank you.

Repeat Prescriptions – don't run out!! The surgery will be closed over the festive period, from Saturday 24th – Tuesday 27th December 2016 inclusive and Monday 2nd January 2017.

If your repeat prescription is due to run out over this time, please make sure you order in advance so that you have enough medication.

Missed appointments in August, September and October 2016 combined

78 people Did Not Attend their appointment with GPs during the above months

236 people Did Not Attend their appointment with a nurse during the above months

**This equates to approximately 7 hours of wasted GP surgery time
And 23 hours of wasted nurse time.**

If you cannot attend an appointment **please** let the surgery know so that it can be made available to other patients.

Telephone 01373 828330 to cancel your appointment. You can even do this out of normal Reception hours by telephoning 01373 828330 and choosing the appropriate option

Smallbrook Christmas Opening Hours 2016

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| Monday 19th December | 8am - 6.30pm |
| Tuesday 20th December | 8am - 6.30pm |
| Wednesday 21st December | 8am - 6.30pm |
| Thursday 22nd December | 8am - 6.30pm |
| Friday 23rd December | 8am - 6.30pm |



Saturday 24th - Tuesday 27th December Closed



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|-------------------------------------|--------------|
| Wednesday 28 th December | 8am - 6.30pm |
| Thursday 29th December | 8am - 6.30pm |
| 30 th December | 8am - 6.30pm |

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| Saturday 31 st December – Monday 2 nd January 2017 | Closed |
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| Tuesday 3 rd January 2016 | 8am - 6.30pm |
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When we are closed please telephone 111 for medical advice. If you think you have a life threatening emergency, please telephone 999.

It's Not too Late to Have Your Flu Vaccination!

Are you 65 years old or over?

Are you in any of the following 'at risk' groups?

- Diabetes
- Respiratory disease
- Heart disease
- Kidney disease
- Liver disease
- History of stroke
- Weak immune system
- Carer
- Pregnant

If the answer to any of the above is yes, then you are eligible for a flu vaccination.

Please telephone Reception on 01373 828330 to make an appointment

Zero Tolerance Policy

We will not tolerate abuse to our staff.

Shouting, swearing and threats aimed at practice staff will not be tolerated under any circumstances and patients who are abusive may be removed from the practice list.

Westbury Group Practice supports the NHS policy of Zero Tolerance which defines violence as:

"Any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health".

Our Staff will always try to help you whatever the circumstances, however sometimes matters are not within their control. They will treat you with professionalism, courtesy and respect at all times.

If you do not feel you have been treated appropriately please ask a member of staff to contact the Patient Communications Manager who will listen to and address your concerns.

This is for the safety of patients and staff, and for training purposes.

Information and Statistics about our Telephone System

Due to the Westbury Group Practice acquiring Smallbrook Surgery in September last year, we have had to make some tough decisions to make efficiencies. Included in this is the centralisation of the telephone system for all three sites, White Horse Health Centre, Bratton Surgery and Smallbrook Surgery.

We do appreciate that this is a big change for both Bratton and Smallbrook patients, but access needs to be a standard process for all our patients so access to appointments is the same for all our patients.

We would like to assure all of our patients that this will be closely monitored, and we will continue to make any improvements to make the process easier for all our patients.

- Our reception team answer an average of 567 calls a day (fluctuates depending on the day!).
- Receptionists answer an average of 2203 calls a week.
- We have five receptionists answering calls in the morning and four in the afternoon. (Traffic is thinner in the afternoon.)
- The entire practice (White Horse Health Centre, Bratton and Smallbrook) answers between 5000 and 6500 inbound calls a week.
- The entire practice makes between 2300 and 2700 outbound calls every week.
- Each call made to a receptionist lasts an average of 2 minutes and 24 seconds.
- We have 128 telephones across all sites. (White Horse Health Centre = 111, Bratton = 5 and Smallbrook = 12)

The telephone lines, 01373 828330, are open from 8am – 6pm Monday to Friday, at least 5 people try to access the service between midnight and 6:30am!

Important Notice - All telephones calls received into, or made from the Westbury Group Practice are now recorded.



Fund Raising at White Horse Health Centre.....

Westbury Group Practice staff took part in this year's Children in Need on Friday 18th November 2016! We had a 'dress down day' (non-uniform) for which we all paid a donation, cakes were sold amongst staff and the 100 square game was played!

A total of £167 was made for a fantastic charity!

Festive Jumpers!!

Staff will be wearing Christmas jumpers every Friday in December to enter into the Christmas Spirit!



The Doctors and Staff would like to wish you a Merry Christmas and a Happy and Healthy New Year!!





Dr Richard Edwards & Dr Zak Mohiuddin
White Horse Aesthetic Clinic
White Horse Health Centre, Mane Way, Westbury, BA13 3FQ
Telephone: 01373 859136
Email www.whaclinic.co.uk

Are you seeking sensuous, fuller, natural-looking lips?

Recently, lip enhancement has become very popular at the White Horse Aesthetic Clinic. Our clients are seeking sensuous, fuller lips – and that’s not surprising. After all, when we meet someone, lips are one of the facial features that we’re drawn to look at. Nicely plump lips have long been seen as attractive, and we all want to look our best!

Clients also want the age-defying effects of full lips. Lower lip volume is a giveaway sign of ageing. Although the fullness of our lips is genetically determined, lips tend to get thinner as we age. We’ve blogged before about how in other areas of the face, losing volume causes us to look older, and this is true for lip volume as well.

Is it possible to achieve this full, youthful look and still have natural-looking lips?

Absolutely! Modern lip enhancements offer subtle improvements that are light-years away from the exaggerated trout-pouts of the 80s and 90s. Even better, these procedures do not require any sort of surgical procedure.



The secret to non-surgical lip enhancement lies in an incredible substance – hyaluronic acid. This natural component of lip collagen has the remarkable property of retaining water within the tissue. This imparts volume and hydrates the lips. As advised in the media, and rightly so, this procedure should only be carried out in a clinical setting, and by qualified aesthetic practitioners. For an experienced practitioner, using lip enhancers is a simple and safe procedure. The gel-like solution is injected into the lips, adding volume and definition. The results are immediate:

- Volume, shape and definition are added to thin lips
- Contouring effects create fuller upper and lower lips
- ‘Sad mouths’ are lifted
- The attractive ‘Cupid’s bow’ is restored
- Lips become more proportionate

The overall result is an amazing, natural, fuller looking pair of lips and a more youthful look. No wonder more and more people are taking advantage of this straightforward way of achieving their potential.

With our state-of-the-art facilities and trained medical practitioners, we are the premier provider of lip enhancement in Wiltshire.

Get in touch today for a free, no-obligation consultation.