

# Newsletter

Winter 2008

Hellesdon Medical Practice

**Welcome to the Winter edition of our newsletter.**

## **CHANGES**

**We have recently welcomed Rachel Macormick to our reception team.**

**We are sorry to be losing from our reception and administration team Christine Reynolds who is moving on to work for the hospital after 6 years with the practice.**

**We are also saying goodbye to Sandra Stolworthy who is moving to another practice so that she can advance her career.**

## **COUNSELLOR**

**We are very pleased to once again offer the services of a counsellor with effect from next month. Christine Myers used to offer appointments at Hellesdon until the funding was withdrawn by the Primary Care Trust. We have identified some savings within our practice budget which we can use to extend this service for a year in the first instance.**

## **EXTENDED OPENING HOURS**

**You may have noticed much talk in the media at present about practices having to open later in the evening or on Saturday mornings.**

**The Government is not proposing any extra funding for practices but is proposing that existing money is withdrawn with only part returned if practices agree to extend their hours. This takes no account of the fact that additional staff will have to be paid for and other costs.**

**They are not allowing us to tailor such changes to suit our patient's needs, rather they are being prescriptive about the fact that only a doctor will be available for pre booked appointments. So it will be a limited service.**

**Whilst we acknowledge that there may be patients who find it easier to see the doctor outside of normal working hours a recent survey paid for by the government said that 87% of our patients were happy with the opening hours offered.**

**In recent years we have significantly increased the number of appointments being offered by employing Nurse Practitioners. The governments' proposals will use the money we were given to pay for improvements to access to pay for the extended hours.**

**Please note that if we have to extend our opening times this will impact on the availability of our day time appointments. The Government has not informed patients of this.**

**If your doctor or nurse has an evening clinic this will have to replace either a morning or afternoon surgery. It is not practical or safe for your doctor or nurse to run three surgeries on one day.**

## **PRACTICE WEB SITE**

**<http://www.hellesdonmedicalpractice.co.uk>**

**The practice web site has been available since December and we are continuing to develop it. You can find lots of useful information about your practice as well as links to useful health information.**

**You can also use the website to order repeat medication and inform us of changes to your details.**

## **TOUCHSCREEN**

**The Touch screen system was introduced in December and is proving popular with over 45% of appointments being confirmed by this method. It helps improve confidentiality and cuts down on queuing at the desk. It also allows more time for our receptionists to help you with your more complex questions.**

**If you haven't tried it yet give it a go and if you are unsure ask a receptionist who will be more than happy to give you a hand.**

