

# WOOLPIT HEALTH CENTRE NEWSLETTER WINTER 2015



## STAFF CHANGES

We are pleased that 2 Doctors who completed their GP Training at Woolpit have joined us as permanent staff members from August 2014. We anticipate that this will significantly improve access to appointments.

Dr Ben McCann has joined the practice as a full time partner  
Dr Kate Riches [nee Willis] has joined us as a salaried doctor working Tuesday to Friday

Dr Pearson is now working part time

Dr Mohammed Jalal, Dr Mohammed Guled and Dr Daniel Griffin join us for their GP specialist training.

Dr Amelie Hole joins us for her foundation training.

## NATIONAL RECOGNITION OF EXCELLENCE

Woolpit Health Centre has been nationally recognised by the Royal College of General Practitioners [RCGP] for delivering excellent care to patients. The GP Practice Accreditation is awarded to GP practices which meet 78 different quality standards all of which demonstrate a commitment to safe, quality services for patients. Only 19 GP practices in the country have been awarded this accreditation.

# GP OF THE YEAR 2014

Dr Aung has been awarded GP of the Year 2014 by the East Anglian Faculty of the RCGP.

## VACCINES

Please book an appointment with our Practice Nurses for

Seasonal flu vaccine is available to all over 65's and others in at risk groups including pregnant women.

Childrens nasal flu vaccine is available to children aged 2, 3 or 4 on 1.9.14.

Shingles vaccine is available for patients aged 70, 78 or 79 on 1.9.14.

Pneumonia vaccine is a single one off vaccination to protect against pneumonia, offered to everyone over 65. If you have never had this vaccine please book an appointment

Whooping cough vaccine is recommended for all pregnant women even if you received all your normal childhood immunisation.

Travel vaccines - please complete a form, available at Reception as early as possible before your intended departure date, as some courses take several months to complete.

## NURSES

Please request an appointment with our practice nursing team for NHS Health Checks, routine contraceptive pill checks, cervical smear tests, travel advice, and falls assessments.

## SUFFOLK FAMILY CARERS

Do you care for a relative or friend? Emily Meadows from Suffolk Family Carers is offering drop in sessions for carers giving advice on benefits and support. If you would like to contact them please ask at reception for details.

# PATIENT PARTICIPATION GROUP

If you are interested in helping us improve our services you may wish to join our Patient Participation Group. Please leave your details with reception

## APPOINTMENTS

**Pre booked appointments** are for 10 minutes. If you have more than one problem, or a complex problem that may take longer please ask for a double appointment at the time of booking. Please continue to see the same Doctor for continuing problems wherever possible.

**Emergency (on the day) appointments** for urgent problems which cannot wait until the next bookable appointment are for 8 minutes. The Doctor will only be able to deal with the urgent problem, and as patients are seen in order of clinical priority you may have a wait to be seen. The Reception staff will keep you informed. Please note there are no 'walk in' appointments - phone ahead to see if there are any free appointments that day.

*If you are unable to attend a booked appointment please let us know.*

**Extended hours** - For those patients unable to attend during normal working hours [8.30am - 6.30pm] we offer pre - bookable appointments at the following times

MONDAY	7.15am - 8.30am
	6.30pm - 7.15pm
SATURDAY	8.00am - 8.45am

**Saturday Emergency Surgery** - this is available for **urgent** problems which cannot wait until Monday. If you need to attend please arrive at 9.00 am. You will have a wait to be seen and the Doctor will ask you to re-book for any non - urgent problems.

## **BLOOD TESTS**

West Suffolk Hospital pathology provides an excellent walk in service Monday - Friday 7.30am - 7.00pm for all adult blood tests [except glucose tolerance tests]. The hospital operates a booking system for Saturday appointments - 9.00am - 12 noon. Appointments can be made by phoning 01284 713689.

Each week at the Health Centre there are 77 appointments for blood tests with phlebotomists visiting from the hospital for those unable to attend the West Suffolk Hospital.

Recognising the need for extra capacity the practice provides another 46 appointments with our Health Care Assistants.

**Priority for appointments at the Health Centre has to be given to those genuinely unable to attend the hospital**

## **ON LINE ACCESS**

A number of appointments are available to book on-line, avoiding the need to telephone the Health Centre, and accessible when the Health Centre is closed. If you do not already have your individual access code for this please ask the reception staff who will be happy to help you. Once registered you can also request repeat prescriptions online.

## **DEMENTIA CHECKS**

Are you worried about your memory? If you would like a memory check please ask your Doctor or book a check with the Practice Nurses.

## **CARERS HEALTH CHECKS**

If you are a carer and would like a Carers Health Check please make an appointment with our Practice Nurses.

## **TELEPHONE NUMBERS**

If you have changed your telephone number, or have a mobile number we can add to your records, please let reception know

## Information regarding Private Services 2014

**Some examples of private requests GPs are asked to complete include:**

To Whom It May Concern Letters (£20.00/£24.00 incl. VAT)

Insurance medical claim forms (£25.00)

Holiday cancellation claim forms (£25.00)

Private medical examinations and reports (e.g. HGV, PSV, Taxi, employment, fitness for travel/sports, adoption and fostering) (£96.00 incl. VAT)

Passport applications/countersigning photos (£19.80 incl. VAT)

Ofsted Reports & Optua Advocacy (£54.00 incl. VAT)

**Please be aware that standard fees are charged by the doctor for completion of these types of requests.** You can ask about fees in advance and there is also a list of fees displayed in Reception. Some of the fees are also shown above.

Please allow 10 working days for requests to be completed. It would be very helpful if you could provide the Surgery with as much notice as you can as it is not always possible for requests to be booked in on the day they are received, or for the doctors to complete requests straight away.

Once completed, your paperwork will be available to collect from the Pharmacy at the Health Centre where the fee is payable upon collection. It is advisable to telephone to check your document is ready before you call in.

### **Private Medical Examinations**

If you require a medical examination at the request of an outside agency, please make sure you allow yourself plenty of time to arrange this as our medical slots do get booked up very quickly and it is difficult to find spaces at short notice.

Half-an-hour Medical slots are allocated to the GP Partners outside of their normal surgeries to allow more time to carry out your medical examination and complete the report.

**\*\*Please note that if you are responsible for paying the fee for your medical examination, this is payable before you go in to see the doctor. Therefore please allow yourself enough time prior to your booked appointment in order to make your payment.**

When you arrive at the Surgery please report to the Receptionist who will give you a payment slip to pay at Pharmacy. Pharmacy will hand this back to you to take to the Receptionist to confirm receipt and they will ask you to hand the form to the doctor you are seeing. The current fee for medical examinations is £96 incl. VAT.

*\*\*Please note that fees are subject to review. Current fees updated Autumn 2014\*\**

*The above fees list gives examples and should only be used as a guide. Please contact the surgery for further advice.*