

HIGHFIELD SURGERY

NEWSLETTER

Autumn 2007



Changes to the Surgery Building

You will probably all have noticed the new extension to the surgery. This is the long awaited 'Porta Cabin' but I am sure you will agree that once you are inside the new extension it looks anything but temporary. We decided that we should have a name for the extension so that we could direct patients to it via our Patient Call Sign in the waiting room. We tried out a few names but eventually settled on 'The Annexe'.

The Annexe provides us with 3 more, much needed, consulting rooms, which we had filled long before it was installed!

These new rooms have already made it possible for us to provide a daily Acute Illness Clinic, which some of you may well have used, patients are seen by Evonne the Nurse Practitioner. This service has now been running for 9 months and we have had some very positive feedback.

New Faces at Highfield

This year has seen a lot of changes to staff at Highfield and we thought it was about time we brought you up to date.

As a result of doctors' absences we have found it necessary to employ quite a number of locum doctors this year, and whilst we accept that this has not provided the continuity that some of our patients have come to expect we have endeavoured to employ locums who we knew would provide a professional whilst caring service and we would like to thank our patients for their patience during this difficult period. We would also like to thank our Locum doctors, in particular Dr Tooher, Dr Neil Brown and Dr Kitching. You will be glad to hear that Dr Tooher will continue to be working in the practice until the end of December 2007.

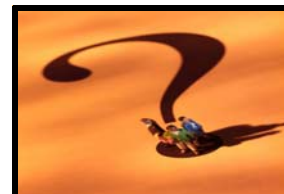
Dr Martin is now on maternity leave following the birth of her baby daughter, on 16 July; she will be returning to work in January 2008.

Dr Hall has now reduced his commitment to the Practice and will be starting back at work in September on a part-time basis; as a result he will not be able to provide the same number of appointments as he previously did, his patients, however, will continue to receive the same level of care and service from the rest of our clinical team.

Dr Bennett joined the Practice on 6 August 2007 and we would like to welcome him to our Practice Team. Dr Priestley will also be returning to work over the next few months so by the New Year we should be back to a full compliment of regular doctors.

In addition to the changes in our doctor's team we would like to welcome Evonne Key who is our Nurse Practitioner, Evonne will be running the acute illness clinic and Tracey Hewitt who is our new practice Pharmacist. Joan Bennett is the new Health Care Assistant and is trained in Phlebotomy (taking blood for blood tests), dressing wounds, taking ECGs and much more.

The administrative staff team has also seen changes. This year we have said goodbye to three receptionists, Julie Broadley, Sue Clough and Claire Leece and we wish them well as they settle into their new lives in Essex, Australia and Cleveleys and we welcome to the team John Akesson, Janice Clifford, Pat Chambers and Sue Greene. Also new to the Administrative Team is Louise Wilson who joins us as the new Assistant to the Practice Manager.



DID YOU KNOW?

That we have over 10,000 patients registered at Highfield Surgery ~ 600 of whom see a doctor each week.

Also each week:

We issue over 1,000 repeat prescriptions.

Around 150 patients are seen by our Nurse Practitioner.

Another 500 patients are seen by the Practice Nurses and Health Care Assistants and around 350 blood tests are sent to the Laboratory for processing.

We receive 200 telephone health enquiries, this is in addition to around 200 administrative enquiries per day.

The telephones in the reception office can get very congested at busy times (especially between 8.30am and 9.30am and between 2.00pm and 3.00pm). We thank you for your patience and understanding at these times.

Flu Vaccination Campaign

We will be taking requests for appointments for our Flu vaccination Clinics from

Monday 17 September

Please ring weekdays (except Wednesday) between 2.30pm and 3.30pm after this date

SURGERY OPENING TIMES

Monday to Friday

8.30 am to 6.00pm

The doors are no longer closed over the lunch time period





Are you Serious about 'Stopping Smoking'

On 1st July this year public places in England became smokefree. This new legislation makes it illegal to smoke in virtually all enclosed public places and work-places.

Here are some tips to make quitting easier:

1. Set a date to stop and stick to it.
2. Write down all the reasons you want to stop ~ look at it if you need motivation.
3. Ease the withdrawal symptoms and plan some help ~ temporary symptoms like being irritable or being unable to sleep can be eased with nicotine replacement treatments
4. Get Help ~ Local Stop Smoking Services or your local Pharmacist can all give advice on the best ways to stop.
5. Break the links to your habit ~ changing your daily routine can help you to avoid times when you'll feel tempted.
6. Take it one day at a time ~ concentrate on getting through each day without a cigarette. Know what you will say if offered one: 'No thank you, I don't smoke.'

The NHS offers free local help to anyone who is serious about stopping smoking, they operate local Stop Smoking Services all over the country and evidence shows that you are **four times more likely** to succeed in quitting smoking by using the services 'Stop Smoking' help.

WAYS TO ACCESS SERVICES

Do you know that there are a wide range of choices now available to you for getting help with any health problem you may have. We now have an extensive clinical team who are able to help and you don't necessarily need to see a doctor.

PRACTICE NURSES



The nurses at this practice concentrate on looking after long-term medical conditions such as high blood pressure, heart disease, diabetes, asthma, etc. They undertake tests and treatments requested by other members of the clinical team. Different nurses are trained in different roles so you will need to explain to the receptionist why you need to see the nurse to be sure of seeing the most appropriately trained nurse.

Nurses also specialise in managing straightforward illnesses (probably a bigger range than you expect). If the practice nurse is booked up you can be seen quickly (within 24-hours) by attending Blackpool Walk-In Centre on 26 Talbot Road—opening hours Monday-Saturday 8.00am-9.00pm, Sundays 9.00am-8.00pm

NURSE PRACTITIONER



In our bid to ensure that patients receive an efficient, accessible service we have introduced a Nurse Practitioner to our clinical team. As a Nurse Practitioner she is able to assess, diagnose and manage a wide range of conditions, she is also able to prescribe many medications. The Nurse Practitioner will be the first point of contact for many patients who feel their condition or symptoms need to be reviewed on the day they contact the surgery.

YOUR DOCTOR



Your doctor is trained to diagnose and help you look after the most complicated illnesses. We take appointments up to two weeks in advance for any of the doctors at the surgery (except when they are on holiday). These may be booked by contacting reception on 345900. Most of the available appointments are also open for you to book yourself on the Internet via www.highfield-surgery.co.uk. You need to register in advance to use this facility, but after that it is very convenient.

BEING SEEN THE SAME DAY

If you contact the surgery to request an appointment for that same day, the reception staff will ask you to give brief details of your symptoms. This is simply to ensure that you are booked an appointment with the most appropriate clinician in an acceptable timeframe, and this appointment may be with one of the doctors, the nurse practitioner, the practice nurse or even the practice pharmacist.

Alternatively you may leave a telephone message for the doctor. If you would like your regular doctor to deal with it you can expect a reply within the next working day (unless the doctor is away from surgery—the receptionist will advise you). If your enquiry is more urgent, ask the receptionist to put it in the pooled system so that the first available doctor will call back.

If you need to see a doctor, urgently, when the surgery is closed, you should contact our Out of Hours on-call service 'FCMS' on 305895, additionally NHS Direct is available on 0845 4647 24-hours a day for advice about any health matter or concern.



Don't forget that you can book appointments and order repeat prescriptions on-line 24 hours a day. We now have well over 1000 patients registered to use this facility