

Practice Pulse - December 2015

Newsletter for patients of Devonshire Green and Hanover Medical Centres

Staff Changes at the surgeries

Here is an update of staff at the practice:

Our six partners are Dr's Pettinger, Allsopp, Briddon, O'Rourke, Burke and Brown.

Our registrars are: Dr Chris Hopkinson, Dr Lucy Plant & Dr Alex Peters.

Alison Farrow & Charlotte Davis continue to make up our Nurse team together with Alistair Dempster our Nurse Practitioner and Janine Hill our Health Care Assistant.

Deirdre Malesa took over as practice manager in January of this year and the assistant manager, based at Devonshire Green, is now Jane Cannetti.

Linda Barnes & Lorraine Dinnigan are the Senior Receptionists working alongside Joan, Christina, Christine, Rebecca, Julie, Saima, Sophie, Gemma & Sarah.

Sadly after 27 years as a partner, Dr Pettinger will be retiring from the practice at the end of December 2015 in order to spend a little more time with his family, including his new granddaughter. He will continue to support the practice campaign for sustainable funding, and undertake some freelance work.

We are very pleased to welcome Dr Kieran Brown, who having worked with the practice two years ago as a GP registrar loved it so much he has decided to join as a GP Partner! We wish Dr Brown every success at the practice.

CQC

The Care Quality Commission

We have been preparing for inspection!!

The care quality commission is the independent regulator of health and adult social care services in England.

They make sure health and social care providers services provide people with safe, effective, compassionate, high quality care .

If you like further information on the role of the CQC just ask at reception.

Thanks to all our patients for your on-going support as we continue to provide the best care we can with limited resources.



Travel Health Advice and Vaccinations

If you plan to visit a country where you might need vaccinations, please arrange to visit the Practice Nurse

You will receive up-to-date advice on any vaccinations you need, as well as other valuable health information for the places you will be visiting.

Remember: many vaccinations are not effective immediately, or need more than one dose to protect you.

HAVE A SAFE AND HEALTHY TRIP PLAN WELL AHEAD

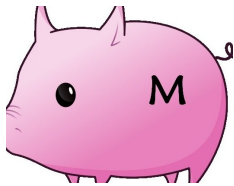
YOU DO NOT HAVE TO BE A REGISTERED PATIENT TO HAVE YOUR VACCINES WITH US JUST CALL IN TO BOOK!

YOUR APPOINTMENT

PLEASE KEEP IT OR CANCEL IT!

Do not waste Doctors' and Nurses' time by missing your appointment.

Please cancel appointments with at least 24 hours notice so that the appointment can be offered to another patient. Thank you.



Update on Practice Campaign against financial cuts

FINALLY! After weeks and weeks of waiting, we have just received the GOOD NEWS that the CCG have now accepted the practice's request for exceptional case consideration. This gives us good grounds to hope that we can work with the CCG to find a Solution to our resource vs workload crisis caused by the withdrawal of MPIG funding. Our case is made: now the dialogue starts.. But THANK YOU to EVERYONE who supported our campaign! Do visit our website to keep up to date!

Flu Season

It's that time of year again and our flu vaccination program is running at both surgeries.

If you are entitled to have the flu vaccination and haven't had it yet please make an appointment as soon as possible.



Comments & Complaints

The practice welcomes comments on your experience at the surgery. There is a comments box at each surgery, and comments slips are available from Reception

If there is something about which you are not satisfied, a complaints procedure leaflet is also available on request.



111

111 is a NHS service. If you call the surgery when we are closed you will hear a message asking you to re-dial the 111 Service.

NHS 111 is available 24 hours a day 365 days a year. Calls are free from landlines and mobile phones. You should use the 111 service if you urgently need medical help or advice but it's NOT a life threatening situation.

For immediate, life-threatening emergencies, continue to call 999.

For up to date information about all our services and information on how to get help and advice when the surgery is closed visit our website at www.devonshiregreenandhanover.co.uk