

Stoneleigh Surgery

NEWSLETTER

MAY 2015



Keep up to date with Surgery News:

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Take a look at the information screens in the waiting rooms!



PLT DATES:

We regularly close the surgery for compulsory staff training. Please find below a list of the upcoming closure dates (Surgery closes at 1pm):

2015

19th March 2015

16th April 2015

13th May 2015

18th June 2015

8th July 2015

17th September 2015

21st October 2015

19th November 2015

CHoC: 03000 247 247



GP NEWS:



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WE ARE PLEASED TO WELCOME DR THIRZA DEBOO TO THE TEAM OF GP PARTNERS AT STONELEIGH SURGERY. DR DEBOO IS AVAILABLE MONDAY, TUESDAY, THURSDAY AND FRIDAY FOR APPOINTMENTS

pointments:

Last month, **75 patients** did not attend their booked GP & nurse appointments here at the surgery. As you know, pressure on appointments is always challenging and we would kindly request that if you feel you don't need your appointment or are unable to attend, you contact the surgery a.s.a.p. We can then offer the appointment to another patient. **Thank you for**

Friends and Family Test

Thank you to all our patients who have completed the 'I want Great Care' questionnaires available throughout the surgery—we have had a fantastic response. Thank you!

You can check out the up to date feedback via our website or by visiting:

<https://www.iwantgreatcare.org/gpsurgeries/stoneleigh-surgery> where you can also leave feedback.

Remember all feedback helps us to improve our care and service to you!



The pounds are coming off for summer!

10 Stoneleigh Staff members are currently on a team weight loss plan with a goal of losing 164.5 kgs cumulatively. Over the last week 14 kgs have been shed already.

The staff kitchen has never looked healthier—the cakes and biscuits put aside for healthy salads and fruit!



Virtual Patient Participation Group

Are you interested in being part of our virtual patient participation group? Do you wish to share your ideas, give feedback on how Stoneleigh Surgery is doing or how we could improve? If so, we are looking for virtual patient participation group members. This will only take up 10 minutes of your time at regular intervals throughout the year via a few short questions sent to you by email. If you're interested, please contact the surgery for more information.



Patient Online Access

Patient Online Access is a facility to enable you to make and cancel appointments, order repeat medication and is now changing to include access to view a summary of your medical records. Information leaflets are available in the waiting rooms. If you do not have Online Access but would like to use this facility, please visit the website where you can access the information leaflet, consent form and requirements for this service, there is also a link for 'patient access' which will take you through the process of registering for this service. For further information please speak to dispensary staff.

Please note that all family members will need to register sep-



You have probably heard a lot about CQC inspections for healthcare providers in the news recently. You can view our inspection report at: <http://www.cqc.org.uk/location/1-540831490> or by visiting our website where you can click on the CQC link.

New Nursing Team Faces

You may well have spotted a few new faces around the surgery. To cover long term absence of nursing staff, we're pleased to welcome Laura, Rosie & Steph to the team for the next few months.



STONELEIGH CALLBACK SERVICE (TRIAGE)

IF YOU REQUIRE TO BE PUT ON THE GP CALLBACK SERVICE TO SPEAK TO THE DUTY DOCTOR, PLEASE NOTE THAT THE RECEPTIONISTS ARE REQUIRED TO ASK FOR A LITTLE INFORMATION ABOUT THE PROBLEM. THE DOCTORS REQUEST THIS, SO THAT THE DUTY DOCTOR CAN PRIORITISE EMERGENCIES.



THANK YOU FOR YOUR UNDERSTANDING AND CO-OPERATION.

Blood samples



Please remember that all blood samples requested by the GP need to be handed in to reception before 12.30pm to catch the hospital delivery van. Also, please note that if you require the results of any tests, you need to ring the surgery after 2pm.

The surgery opening hours are:
Monday to Friday
8am to 6.30pm

For out of hours,
please contact CHoC:
03000 247247

PLEASE NOTE: THE SURGERY DOES NOT CLOSE AT LUNCH-TIME

Foreign Travel?

Are you travelling abroad this summer? If you think you may need vaccinations for your journey, please contact the reception for a travel form (risk assessment form) to complete a.s.a.p. The nurses can then check and advise what vaccinations are required, and make a 20 minute appointment for the appropriate vaccinations.





