



NEWSLETTER

ISSUE 13 AUTUMN 2011

CENTRAL SURGERY
PATIENTS' ASSOCIATION
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BILTON GREEN SURGERY
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CENTRAL SURGERY PATIENTS' ASSOCIATION



The Patients' Association was formed in 2003.

There are 9 members which includes both Central Surgery and Bilton Surgery patients. Dr Lucy Armstrong, who has replaced Dr Ham, and Linda Ashmore the Practice Manager, are also members.

The aims of the association:

- To act as a point of information both into and from the practice and the practice population
- To enhance the practice population's understanding of how the practice operates
- To increase patients understanding, concerning the treatment choices available
- To encourage the practice to involve the patients in aspects of the practice

Although we try to represent patients' views, we are not practice staff and have no access to medical records. The association is not a complaints organisation.

Due to retirement and moving on, we would like some more patients to join the association. If you think you would like to be involved in the association, please contact Linda Ashmore at the Central Surgery, with a few details about yourself.

Online Appointment Booking

If you wish to use this service please bring ID (passport or driving licence) to reception and the necessary arrangements will be made. You will be given a password and can then access the system at www.patient.co.uk. You can also cancel the appointment online if you no longer need it.



Advance Appointments.

Book ahead for these. You will have more choice. If you are due a medication check-up, you will find the date of this on your repeat prescription stub.

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Flu Clinics



All those over 65, will get a letter to come along to a drop in vaccination clinic on five Saturdays in October and November, for the clinic at Central Surgery. As there are more than 3000 patients eligible for vaccination, the days are divided up into blocks, and from the first 3 letters of your name, you can find out which day to attend. If it is impossible to attend the clinic then you can still arrange an appointment.

Other eligible patients will get a letter.

The car park adjacent to the surgery is now a "Pay and Display" operation. The management company, operating the car park on behalf of the landowners, has installed a ticket dispensing machine. Unfortunately, this is private land, which is out of our control. The current rate is 50p for one hour and £1.00 for two hours parking. A scheme is being developed whereby local businesses may refund 50 pence of the car parking fee, when items are purchased there. We are told that the landowners are in the process of contacting local traders. Bilton Pharmacy has expressed an interest in participating in this scheme.

In support of our local surgery, Bilton Pharmacy is offering a free "NHS New Medicines Service". This service will offer friendly professional advice to patients who have been prescribed a new medicine. An appointment can be made with the pharmacist who can reassure patients as to the reasons for the medication and possible side effects.

Bilton Pharmacy can be contacted on 01788 814224.

Arrangements are being made to dispense Flu Vaccinations in the coming months. In order to spread the work load, most patients will receive a letter advising them on specific dates when the vaccinations can be administered. If you have not received a letter, or are in any doubt, please contact the surgery.

Repeat Prescription

Telephone Line.



Phone 01788 579477 to order your regular medicines.

For Bilton Green phone 0844 4773317. Please allow a minimum of 1 working day (at least 24 hours). The prescription can then be collected from reception.

Kiddies' Corner

Doctor, Doctor
I think I'm a bridge?
What's come over you?
Oh, two cars, a large truck and a coach.



Doctor Doctor
My daughter has just swallowed my pen - what shall I do?
Use a pencil!

Teacher
Where is the English Channel?
Pupil I don't know because it's not on my television.

Teacher
Name an animal that lives in Lapland
Pupil A reindeer.
Teacher That's good, now name another one
Pupil Another reindeer.

DNAs Did Not Attend

Cancel your appointment if not needed

In September there were 369 "Did Not Attend" appointments. This still happens even if we telephone some patients to remind them of their appointment.

This is wasteful for the NHS and blocks appointments that could be used by other needy patients.

Surgery People

As you may know, Dr Ham has retired after 30 years at Central Surgery. We would like to thank him for all his hard work at the surgery and we wish him all the best.



Dr Toby Rayment has joined the practice in his place. Dr Rayment was a Registrar, training with us in 2008, so he may be a familiar face to some people. He is quickly settling into life here at Central Surgery.

As we are a training practice we have Registrars here - these are qualified doctors who are getting experience in General Practice.

Currently we have 3 Registrars:

Dr Navjot Nannar, Dr Dorothy Xavier and Dr Iffat Imtiaz.

Registrars have their own clinics and also do home visits.

We also help train medical students from Warwick University. These students are usually observing, and sometimes run their own clinics, but always have a Doctor sitting in with them. You should always be advised when a student is sitting in a clinic.