

# Practice Press

Edition 1: Spring 2012

## NEWS AND NOTICES

Through the results of our recent 'Patient Survey' you told us that we need to improve our method of communication with you, the patients, on what is happening at the surgery. As a consequence, we now have our new newsletter, entitled *Practice Press*. We plan to run the newsletter seasonally in order to keep you informed of what is happening at Central Surgery, Barton and the Village Surgery, Goxhill.

### Starters and Leavers

Sadly, we have recently said 'goodbye' to a few members of staff. Dr Clare Lavery and Dr Chapman left us at the end of August 2011. Joanne Horsfall and Michelle Parr left our Reception team. From our Dispensary, Faye Nugus, Catherine Greenwood and Lauren Caddick have left us. They will all be missed.

On a more positive note, we have three new doctors, Dr Sanghera, Dr Tehmina and Dr Jahangir, join our surgery. We also welcome Clare Drewell and Kayley Wright to our Dispensary team and Melanie Chapman to Reception.

### Dr Arfeen

Last year we had the sad news that Dr Arfeen had passed away following a period of illness. He was a much loved member of staff and is deeply missed.

We have since named our Treatment Room 1 the 'The Imran Arfeen Treatment Room' and we have also raised £282.16 for the Lymphoma Association in his memory.

### Appointments

Due to increased patient dissatisfaction we have decided to cease forward booking arrangements with the Doctors, with immediate effect.

If the Doctor feels you require a review, arrangements will be made for you.

Unfortunately, we cannot always guarantee that you will be able to make an appointment with the GP of your choice.

### Website

The website has now been updated. All information, including the Patient Survey results can be found at

**[www.centralsurgery-barton.co.uk](http://www.centralsurgery-barton.co.uk)**

## DID YOU KNOW?

We have a total registered list of around 17,000 patients.

We currently have nine permanent doctors working at our surgery. With eight full-time and one part-time doctor, that averages 2,000 patients per doctor.

Throughout the year, we provide nearly 50,000 appointments with a doctor. This is almost 1,000 per week.

We have eight incoming phone lines at our Barton Surgery and two lines at our Goxhill Surgery.

During the first hour of opening on a Monday morning we often deal with as many as 300 telephone calls.

On average, a patient visits their doctor three times per year.

Many of our doctors have other commitments, some of which they partake in during surgery hours; such as training medical students, supporting GP registrars and taking on part-time positions with NHS North Lincolnshire. At times, this may restrict your access to the doctor of your choice.

## 5 Ways to Order Your Prescription

- Repeat Slips placed in the appropriate boxes in Reception/Dispensary.
- Online via a form on our website.
- E-mail to [prescriptions@bartoncare.com](mailto:prescriptions@bartoncare.com)
- By phone.
- In person

## Missed Appointments

Below are the number of appointments that have been missed (Patient Did Not Attend) in the last three months. Please cancel any appointments you no longer need.

January **136**  
(equivalent to over 22 hours of lost doctors' time)

February **128**  
(equivalent to nearly 21 hours of lost doctors' time)

March **105**  
(equivalent to over 17.5 hours of lost doctors' time)

## ***Patients' Forum***

The Patients' Forum exists to support all those who are involved with Central Surgery. The group meets every two months with the Senior Partner, Dr Robert Jaggs-Fowler, and with the Practice Manager, Mr Gary Hunter. The discussions are wide ranging, with everyone committed to providing the best possible health care for our local community.

Patients who wish to raise any concerns or to compliment the Practice on the service provided may contact me through the surgery. Comments may be made anonymously, but we will endeavour to give direct feedback if the correspondent can be identified.

Robert Lyden  
Chairman

### ***Minor Illnesses/Ailments***

Many common illnesses, e.g. sore throats, sniffles, coughs and colds, will very often clear up on their own after a couple of days. You probably do not need to see a doctor unless symptoms have been occurring for a while. Furthermore, for many conditions you can consult your local pharmacist before coming to the surgery, where, if you qualify for free prescriptions, you can get free treatment and advice. The following conditions are examples of what the pharmacist will be able to help you with:

- Athletes Foot
- Cold Sores
- Conjunctivitis
- Cystitis
- Dermatitis
- Diarrhoea
- Haemorrhoids
- Hayfever
- Headlice
- Insect Bites and Stings
- Nasal Congestion
- Threadworm
- Thrush (Oral and Vaginal)
- Warts and Verrucae

By visiting your pharmacist when experiencing any symptoms of the above conditions you will receive advice on how best to deal with your symptoms, the right medicine for you, and advice on how to take the medicine.

## **Available to Rent:**

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contact the Practice Manager.**



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Manager

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[www.centralsurgery-barton.co.uk](http://www.centralsurgery-barton.co.uk)

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