

Alexander House Newsletter



Winter/Spring 2019

The NHS began on 5th July 1948 and members of staff at the Practice marked the occasion in style!



Alexander House Surgery Staff's NHS 70th Birthday Tea Party

Nurse Practitioner Retiring

Sharon Boylett will be retiring from the Practice at the end of March 2019 and will be sadly missed by the Partners and staff alike.



'I first joined Alexander House Surgery as a district nurse 24 years ago. I was sent to cover for a sick colleague for 2 weeks back in 1994 and have been here ever since! Dr Fairbairn asked me if I would like to be a Nurse Practitioner which involved a further two years at university followed by a year to qualify as a non-medical prescriber. During this time I have also worked for the Out of Hours GP Service and the Clinical Commissioning Group leading on end of life care, a role I gave up in 2017. I am still involved with Salus, the GP federation, and will be involved with the development of community services for a few more months. After 46 years nursing, I can look back and marvel at the wonderful achievement over this time'

We wish Sharon well with her future endeavours.

Surgery update

We welcome our latest new recruits to the reception team: Lynette, Karen and Sarah, and welcome back to the Practice Dr Marshall and nurse Sarah following their maternity leave. Dr Pryde will be taking maternity leave this year.

Where funds allow, the Practice is endeavouring to upgrade the building with repairs and renovations in the coming year. We have already (by means of a generous donation from the Patient Participation Group) replaced all the worn out chairs in the waiting room.

We are looking forward to having a new boiler installed in the near future.

The partners and staff would like to thank the kindness of everybody who brought in gifts of wine, chocolates and biscuits for us all to enjoy. They were much appreciated!

Did you know?

that you can now make an appointment, request repeat prescriptions, or consult a doctor on-line? To register, fill in a form available at reception (proof of identity and address eg a utility bill is required).

Consult our doctors online

Our eConsult service lets you:

- Request advice and treatment from our practice online
- Get self-help advice for hundreds of common conditions

Flu Clinics 2018

We apologise to any who had to wait some time - this was due in part to patients' records (eg blood pressure) being updated and also shingles and 1 vaccines being offered to those who were eligible. As there were many patients who rarely visit the surgery, this was an invaluable exercise - and the problems caused will be addressed to make for a much speedier process at the next (Oct/Nov) 'flu clinics.



Staff Christmas Charity Collection

Once again this year the staff donated items towards a festive Christmas Hamper including Christmas Crackers and bottles of wine. Such was the response that we were able to create three hampers for raffle. Many thanks to all our patients who bought raffle tickets which resulted in a grand total of £318. A cheque will be sent to Phyllis Tuckwell Hospice. A big thank you to Sally our receptionist who organised everything.



Missed Appointments

There are still many missed appointments. If you do not cancel an appointment you are unable to keep, that appointment will not be available for someone who may really need it.



Surveys



The NHS requires the Practice to fulfill a quota each month. If you receive a text asking for a



response about the Surgery, please take the time to complete it. It will only take a few seconds and will enable the Practice to fulfill their quota without the need for volunteers with clipboards in the waiting room. There are still forms available at reception if you would like to take one to complete.

More Fund Raising

At our Fund Raising Event last May, the Patient Participation Group (PPG - *see below*) raised £552.60 and the total now in the bank is £849.10.

Please make a note of our next event which will be held this year on Saturday 11th May.



Nearer the time we will be asking for donations of cakes, plants, books, items for the tombola and we will also be asking for offers of help.

FEEDBACK ON YOUR SURGERY!

The Practice is always looking for ways that we can improve your experience at the Surgery and we have a Patient Participation Group which meets bi-monthly with members of the Practice. There is also a 'Virtual Group' which receives copies of the agendas and minutes and provides feedback via email. Have your say and get your views heard. Join our 'Virtual Patient Participation Group' - your input is welcome!



To register your interest in joining our Virtual Patient Participation Group and for information on becoming a member please contact:

Martin James Tel: 01252 544698 or

Email: martinjean.james@ntlworld.com