

THE PINES TIMES!

ISSUE 8



PRESCRIPTION ORDERING

Please allow two full working days (48 hours) when ordering prescriptions.

If your prescription request is urgent and you cannot wait until the specified collection day please speak to the receptionist.

IF YOU HAND YOUR PRESCRIPTION IN ON	1ST FULL WORKING DAY	COLLECTION DAY
MONDAY	TUESDAY	THURSDAY
TUESDAY	WEDNESDAY	FRIDAY
WEDNESDAY	THURSDAY	MONDAY
THURSDAY	FRIDAY	TUESDAY
FRIDAY	MONDAY	WEDNESDAY

**BOOK YOUR FLU JAB NOW!
OVER 65's AND AT RISK PATIENTS ONLY!**

THE PINES SURGERY WOULD LIKE TO GIVE A BIG WARM WELCOME TO DR DALMAN

!!! The surgery is now offering a new service !!!



Patient's are now able to book doctors appointments and telephone calls ONLINE. Patients must be registered for online services. Photographic ID is required to complete the registration for this service.

For more details please ask at reception!

TRAVEL APPOINTMENTS:

If you have booked an appointment to see Sister Susan Morris in one of her travel clinics, please ensure you have completed our travel questionnaire prior to the appointment. The questionnaire is accessible on the surgeries website.



1. www.thepinessurgery.co.uk > 2. Clinics & Services >
3. Travel Vaccinations > 4. Travel Questionnaire

**!DO YOU WANT TO MAKE A CHANGE?!
JOIN OUR PATIENT PARTICIPATION GROUP**

Come along and join our group members and help and support us in improving our services.

Next meeting Tuesday 1st November 2016 at 7pm

ALL ASTHMA PATIENTS

If you are Asthmatic you **MUST** have an annual review with Sue Morris. Making sure you have an annual review ensures you are on the correct treatment and gives Sue the chance to monitor your Asthma. Over the last 12 months 30% of our Asthmatic patients did not attend an annual review at the surgery. Statistics show our Asthma patients have the lowest attendance figures for annual reviews by a considerable amount. Sue Morris runs an Asthma clinic every Wednesday from 2:00pm - 4:30pm.

!!! IF YOU NEED TO BOOK YOUR ANNUAL REVIEW PLEASE SPEAK TO ONE OF THE RECEPTIONISTS !!!



STAFF PROTECTED LEARNING TIME

THE SURGERY WILL BE CLOSED FROM 12:30pm ON:

Wednesday 14th September 2016

Wednesday 12th October 2016

Wednesday 9th November 2016

IF YOU REQUIRE URGENT MEDICAL ASSISTANCE WHILE WE ARE CLOSED PLEASE CALL 111.



FOLLOW US ON TWITTER! @THEPINESSURGERY



Each Of Our GP's Specialities!

Dr Lad - MB ChB DFFP:

Qualified in 1987 at Leicester and joined the practice in 1997. He is on the obstetrics, contraceptive, minor surgery and child health surveillance lists. He specialises in Orthopaedics, Steroid injections and is the clinical lead for diabetes.

Dr Essayed - MB ChB:

Qualified in 1990 at Tripoli and joined the practice in 2001. She is on the obstetrics, contraceptive, minor surgery and child health surveillance lists. She specialises in patient's with Learning Disabilities and carpal tunnel injections.

Dr Bowater - MB ChB DCH DRCOG MRCGP:

Qualified in 1995 and joined the surgery in 1999. She is on the obstetrics, contraceptive, minor surgery and child health surveillance lists. She specialises in Cardiology, Dermatology, ENT, Carpal tunnel injections. She is the Locality Board Member For Nene CCG Northampton West, and a member of the Northampton prescribing management group where she is the representative for Northampton West.

Dr Glover - MB ChB DFFP:

Qualified in 1996 and joined the practice in 2002. She is on the obstetrics, contraceptive, minor surgery and child health surveillance lists. She is the child protection and safeguarding lead.



- A&E or 999**
Choking, chest pain
black outs, blood loss.
- Walk-in-Centre**
Cuts, bites, strains.
- GP**
Vomiting, ear pain,
painful cough.
- Pharmacist**
Upset stomach, runny nose,
headache.
- NHS 111**
Unwell? Unsure? Need Help?
- Self Care**
Hangover, grazed knee, sore
throat, cough.

**IT IS YOUR RESPONSIBILITY TO RING FOR YOUR OWN TEST RESULTS
PLEASE ALLOW 48 WORKING HOURS AND CALL THE SURGERY AFTER 3:00PM**

ARE YOU A CARER?

FRIENDS AND FAMILY

PLEASE USE THIS LINK TO GO ONLINE AND PROVIDE YOUR FEEDBACK FOR THE PINES SURGERY:

www.cfep.net/mdk



WOULD YOU RECOMMEND OUR PRACTICE TO YOUR FRIENDS AND FAMILY?

We are looking for continuous feedback so please do complete the questionnaire again, even if you have done it before.

RESULTS JULY 2016

“Over the last 12 months this GP practice has improved patient experience immensely .”

We listen to our patients and strive to meet all of our patients needs. The surgery has implemented new systems such as a new booking system and a new telephone system. This is based on the feedback we have received from our patients surveys.

Extremely Likely	25
Likely	17
Neither Likely nor Unlikely	5
Unlikely	2
Extremely Unlikely	0
Don't know	0
Total Responses	49

Carers Direct Helpline Information given by the Carers Direct helpline

If you are a carer, the helpline advisers can give you information to help make decisions about your personal support needs and the needs of the person you're looking after.

Telephone
0300 123 1053

Email
CarersDirect@nhschoices.nhs.uk

Office Hours
Lines are open 8am to 9pm
Monday to Friday, 11am to 4pm
at weekends.



Northampton Volunteer Car Scheme is an award winning service for elderly and disabled people living in the Borough of Northampton and Grange Park who have no other way of getting to medical appointments. The service is provided by Voluntary Impact Northamptonshire and transport is provided by volunteers using their own cars to take people to medically related appointments with GPs, Hospitals, Dentists, Opticians, etc.

Telephone: 01604 637522



ADULT SOCIAL CARE

Carers

If you care for someone you are entitled to information and support for yourself.

Carer's Assessment

A carer is someone who looks after and supports a friend, relative or neighbour who could not manage without their help.

Carers' breaks

There may be occasions when you as a carer need a break from your caring role.

Telephone: 0300 126 1000

!!! Surgery DNA's !!!

IN AUGUST 2016 THE SURGERY HAD A TOTAL OF 127 DNA'S THIS MEANS 2055 MINUTES OF CLINICAL TIME WAS WASTED.

IT IS ESSENTIAL THAT IF YOU NO LONGER NEED YOUR APPOINTMENT YOU CANCEL IT WITH THE SURGERY EITHER BY PHONE

THE SURGERY IS NOW SENDING OUT APPOINTMENT REMINDERS VIA TEXT MESSAGE!

IT IS ESSENTIAL WE HAVE YOUR CORRECT MOBILE NUMBER. IF YOU UPDATE YOUR NUMBER PLEASE LET US KNOW. PLEASE INFORM RECEPTION OF YOUR MOBILE NUMBER IF YOU HAVEN'T ALREADY!



For More Information Please Visit Our Website: www.thepinessurgery.co.uk or Telephone: 01604 845144