

Dr Abbott will be retiring on the 31st July 2016 after having been with the practice for 30 years!



Dr Bowater is now on maternity leave, we are very pleased to announce Dr Y Owojori is covering Dr Bowater's clinics two days a week. I hope you will join us in welcoming Dr Owojori to The Pines!

## NEW SYSTEM!!!

We have implemented a new appointment system.

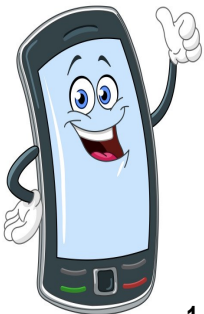
When you phone the receptionist will triage your call, we will ask for a brief description of your symptoms to establish if you require an emergency appointment. If so an appointment will be made for the same day, with either a GP or one of our Senior Minor Illness Nurses.

If you do not require an emergency appointment you will be offered the next available pre-bookable appointment. Please note you do not have to phone at 8:00am for routine appointments. The surgery has been trialling this appointment system since 1<sup>st</sup> June 2015 and so far it has been well received. The phone lines will be manned from 8:00am as usual. Patients that attend the surgery to book an appointment will not be able to do so until 8:15am, however emergencies will be dealt with immediately.

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!



### 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](http://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 [Thursday 2nd June 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 13th April 2016

Wednesday 11th May 2016

Wednesday 8th June 2016

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



# FOLLOW US ON TWITTER! @THEPINESURGERY



# Each Of Our GP's Specialities!

## Dr Abbott - MB ChB DRCOG:

Qualified in 1982 at Leicester and joined the practice in 1986 She is on the obstetrics, contraceptive, minor surgery and child health surveillance lists. She specialises in carpal tunnel injections and is the senior partner



## 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.

## !!! PRESCRIPTION OVER ORDERING !!! When requesting your prescriptions please think!

- Do I need to order all my prescriptions this month?
- Have I checked that I need this prescription?
- If a chemist orders for me, have I informed them that I do not require all my medication this time?
- Not all medication on repeat prescriptions is required each month.

**FRIENDS AND FAMILY**  
PLEASE USE THIS LINK TO GO ONLINE  
AND PROVIDE YOUR FEEDBACK FOR  
THE PINES SURGERY:  
[www.cfep.net/mdk](http://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.



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



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

For more details please ask at  
reception!

## !!! Surgery DNA's !!! (Did Not Attend)

- IN **OCTOBER** 2015 THE SURGERY HAD A TOTAL OF **186** DNA's THIS MEANS **2768** MINUTES OF CLINICAL TIME WAS WASTED.
- IN **NOVEMBER** 2015 THE SURGERY HAD A TOTAL OF **198** DNA's THIS MEANS **2858** MINUTES OF CLINICAL TIME WAS WASTED.
- IN **DECEMBER** 2015 THE SURGERY HAD A TOTAL OF **228** DNA's THIS MEANS **3130** MINUTES OF CLINICAL TIME WAS WASTED.
- IN **JANUARY** 2016 THE SURGERY HAD A TOTAL OF **137** DNA's THIS MEANS **2086** MINUTES OF CLINICAL TIME WAS WASTED.
- IN **FEBRUARY** 2016 THE SURGERY HAD A TOTAL OF **154** DNA's THIS MEANS **2575** MINUTES OF CLINICAL TIME WAS WASTED.

**THIS MEANS SINCE OCTOBER 2015 THE SURGERY HAS HAD 903 DNA's AND A SHOCKING 13, 416 MINUTES OF CLINICAL TIME HAS BEEN WASTED !!!  
IT IS ESSENTIAL THAT IF YOU NO LONGER NEED YOUR APPOINTMENT YOU CANCEL IT WITH THE SURGERY EITHER BY PHONE OR ONLINE !!!**

For More Information Please Visit Our Web-