



THE PINES TIMES! ISSUE 17

NEWSLETTER



**WE
WELCOME
A NEW
DOCTOR**

DR K BEESTON

Will be joining us on 1st February—she will be available on Mon/Tues/Weds during February and Mon/Tues/Weds/Friday from March.

We have had another successful Christmas raffle and thanks to the support from our wonderful patients and staff we have raised an amazing.. £940 for our chosen charity which is EVE a local domestic abuse charity



**time to change
time to talk day
06/02/20**
Choose talk,
Change lives.
#timetotalk



OPENING TIMES

Please note that the surgery does not open until
8am

The reception desk is not manned until 8.15am due to incoming calls being taken so if you arrive at the surgery at 8am for an appointment you will be asked to wait until 8.15am when a member of the reception team is available.

Thank you

URINE SPECIMEN

PLEASE NOTE:

The surgery will no longer be able to accept urine samples unless you have been contacted by or seen a clinician & have specifically been requested to provide a sample.

THANK YOU

Look after someone? Who looks after you?

If you look after a loved one, a friend or neighbour on a regular basis who is unable to manage on their own due to illness, disability, frailty, mental distress or impairment.

How do I know if I am a carer?

You are a carer if you give regular and substantial unpaid care and support to a relative or friend that enables them to continue to live in their own home. The person you care for can be of any age. You may or may not share a home with them.

Informing Your GP

It is important that you inform us, as a Practice. This will give your GP a greater understanding of your situation and needs.

Also as a Carer you can receive **priority Annual Flu Vaccination** and flexible appointments.

We can also refer you to Northamptonshire Carers for an assessment which will determine what support and services are available to you to give you respite, financial assistance or social support for you. Please complete a form, available from Reception.

GP appointment?
Can't make it? Don't need it?

CANCEL IT!



If you found it difficult to get an appointment with a GP in December then part of the reason was due to 225 appointments being wasted by patients who failed to turn up! This is an issue that the Surgery is taking very seriously and we are looking at ways to reduce this. If your symptoms improve or you no longer need your appointment please call the surgery to cancel.....

Thank you.

Sorry We're
CLOSED

PLEASE NOTE: WE ARE CLOSED FOR STAFF TRAINING FROM 12:30PM ON:

Wednesday 12th February 2020

If You Require Urgent Medical Assistance Whilst The Surgery Is Closed Please Call NHS 111

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

IN DECEMBER

225

PATIENTS DID NOT ATTEND THEIR APPOINTMENT

This equates to **5022** Minutes of a Doctor or Nurses time that could have been spent helping other patients

IF YOU CANNOT ATTEND PLEASE LET US KNOW SO THAT WE MAY ALLOCATE THE APPOINTMENTS TO OTHER PATIENTS IN NEED. THANK YOU.



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.

CHANGE
STARTS HERE.
CAN WE COUNT YOU IN?

P.P.G

!!! DO YOU

WANT TO MAKE A CHANGE !!!

Come along and join our enthusiastic and committed group members and help and support us in improving our surgery services

Next meeting

17th MARCH 2020

For more information please ask at reception

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