

THE SANDRINGHAM PRACTICE

Dr I Hassan
Dr K Strachan
Dr S Turner
Dr A Auckloo
Dr C A Vicary
Dr I M Udom



The Sandringham Centre
Sandringham Road
Intake
Doncaster
DN2 5JH

Tel 01302 321521 Fax 01302 761792 www.thesandringhampractice.co.uk

NEWSLETTER - September 2013

Hello everyone,

This is an important Newsletter in that there are some important changes in response to the changing needs of both patients and the Practice and other circumstances beyond our control (the wider NHS!).

PERSONNEL CHANGES

I am pleased to say for once there are no changes to our clinical team sheet! Dr Sykes has been guesting for us over the last few weeks during our peak holiday season. Our starting 11 (Doctors and Nurses) is back to full strength again, Dr Udom now settling in well having been with us a full three weeks!

We do have some departures to our front line staff to announce, including our Senior Receptionist Sandra Wragg who will be retiring after 22 years service and Jane Nightingale who will also be leaving us after 7 years.

2013 FLU CAMPAIGN

There are a few changes to the seasonal flu campaign this year. These include eligibility which now means that NHS Health Workers who are no longer entitled to free flu vaccinations and there are some minor changes to mild Asthma patients. These changes have been advised by our local area team/NHS England and are unfortunately not negotiable, please don't shoot the messenger! This year we are expecting our first flu delivery by the end of September and will be prioritising those patients who have Chronic Diseases (e.g. Diabetic patients) before moving on to the wider over 65 population. We will also be contacting those patients (aged 70 & 79 at specified dates) to invite them in for a Shingles vaccine. There will be clinics set up for all of the above so please bear with us.

NEW TEXTING REMINDER SYSTEM

Our texting reminder system does appear to be having some impact on our missed appointments. We are proposing to contact as many patients as possible by text reminder for the flu and shingles campaigns so please continue to help us by letting us have up to date mobile numbers.

CORE OPENING HOURS

Our core opening hours will be 8.00 am until 6.30 pm Monday to Friday from 30 September.

EXTENDED OPENING HOURS

As advised in our July Newsletter we will be starting to open from 7.30 on Tuesday, Wednesday and Thursday mornings for **pre-booked appointments only**. In addition, our extended evening surgery will run from 6.30pm until 7.15pm, **again by appointment only**. Both of these changes will commence 1 October. Please note that we will not be open for appointment booking or enquiries during these times.

TELEPHONE ACCESS

A further point outlined in our July Newsletter were proposals to change the access times for telephoning the practice. Following substantial changes to our staff rota, we will now be taking our phone lines back from the Out of Hours Service from 8.00am rather than 8.30am. This should remove the anomaly whereby patients were able to call in person and obtain first choice on appointments

released that day. The changed rota will also mean we have more staff in the office throughout the day which should improve telephone answering in general and queuing.

PRESCRIPTION REQUESTS

One further significant change relates to our prescription ordering system. After extensive discussion we have decided to withdraw the voicemail system for repeat prescriptions as this did lead to errors/delays as descriptions of medication were often vague. We will be actively encouraging patients to obtain repeat medication directly through their local pharmacies and to use our on-line service. Our phone line will be staffed each morning between am and am. Please note that all medication requests are to go through our prescription line on 01302 738111 rather than our main switchboard on 321521 as requests made through our switchboard will not be accepted.

Options for prescription requests will be:

- Regular medication can be requested directly though your usual pharmacy
- Ring our prescription line on 01302 738111 Monday - Friday 9 to 11.30am
- On-line requests
- Prescription box in our lobby (preferably using the green tear off strip on your last order)

PHARMACY

There is to be a new extension on the Sandringham Road side of the Centre which is expected to be completed in early 2014. As a short term measure a room is to be converted within the existing building which we understand will be used for prescriptions only. I say 'understand' as this proposal has been rushed through at extremely short notice with minimal consultation/advice with the Practice. **Please be aware this pharmacy has no connection whatsoever with the Sandringham Practice** and we are unable to answer any queries on their behalf.

I would ask that during the proposed building process which is likely to commence shortly, that care is taken with any construction workers/site traffic; children in particular. Whilst it is likely that our car parking will be reduced in the short term, once complete we are promised more parking spaces. This should be good news in the longer term.

Now the summer is over and we are ready for the *back to school* over the coming weeks on behalf of the Practice, I wish you a pleasant autumn as the nights draw in.

Thank you

Richard Langthorp

Richard Langthorp, Practice Manager

September 2013