

Highfield Surgery

Newsletter

August 2017

The practice in numbers:

6315 Patients

Appointments missed in July 2017:

56

Missed appointments mean that opportunities for other patients to see our medical staff are wasted.

The Practice Team

GP Partners: Dr Jill Deacon and Dr Martin Davis supported by our employed GPs, Dr Sarah Jane Rapsey and Dr Lena Poulton.

Practice nurses: Cathy Taylor – Diabetic Nurse Specialist - and Cate Norridge – Respiratory Nurse Specialist.

Healthcare Assistants and Phlebotomists: Elayne Saunders, Ruth Murden and Sue Goodliffe.

The Administration Team is headed up by Practice Manager, Peter Darling, supported by our administrative team of Judy MacFarlane (Secretary), Elayne Saunders (Prescription Clerk), Lisa Wooster (Scanning Clerk), and the Reception Team of Jo Blackwell, Karen Hardy, Claire Smith and Gill Took

Fond of new apps?

MJOG MESSENGER – Smarter Healthcare Communications

Instant notifications including appointment reminders - Free, quick & easy to use

Search “Mjog Messenger” in the App Store or Google Play Store or simply enquire at Reception.



NEW PATIENT REGISTRATIONS

Please note that we require the following for all new patient registrations before we are able to start the process of registration. Missing or incomplete documents will result in delays in the registration.

- PHOTO ID (Passport/Driving Licence)
- PROOF OF ADDRESS (Utility bill or bank statement dated within the last 3 months)
- FULLY COMPLETED REGISTRATION FORM, NEW PATIENT QUESTIONNAIRE & FAST ALCOHOL SCREENING FORM – all forms available from our website or reception desk

Big Thanks to Village Care

To make blood tests just that little bit more comfortable we are delighted to show off our new phlebotomists' chair as very kindly donated to the surgery by Village Care.

The picture shows David Williams from Village Care testing out the new chair watched by Phlebotomist, Sue Goodliffe, and members of our Patient Participation Group, Peter Sachs and John Sparks.

We are very grateful to Village Care for their donation.



Patient Participation Group (“PPG”)

The PPG meet every three months at the surgery to discuss matters from the patient viewpoint and to find ways of helping the practice move forward.

The PPG has been responsible for the setting up and running of some recent events addressing the concerns that patients may have around memory loss – either for themselves or for people close to them – we have had representatives from the Alzheimer’s Society and Carers Bucks who have addressed attendees either as a group or on an individual basis and hopefully people have gone home more informed of the support that there is available to families who find themselves in this situation.

If you did not manage to attend these sessions and require some information please call the Memory Service on 01296 331749 or get in touch with the surgery.

Over the coming months the PPG will look at running similar events covering topics such as Diabetes, Stopping Smoking and Weight Control.

If any patient is interested in knowing more about the PPG please get in touch with the surgery.



FLU CLINICS 2017

This year’s main flu clinic will be on:

Saturday 21st October 2017 starting at 9:15

Please ring reception on (01494) 813396, after 31st August, to book an appointment.

Patient Appointments and Information

Duration of time for a Doctor’s appointment is 10 minutes.

Nurses’ Appointments: Please leave plenty of time to book a Nurses’ appointment as these become booked up very quickly.

Prescriptions: 2-3 days

We offer a Monday Evening Surgery for those patients that find it difficult to get to us in the normal working week because of work commitments.



Dr Sarah Jane Rapsey

Goodbye (Temporarily) and Hello!

Finally we say a fond farewell, albeit on a temporary basis, to Dr Sarah Jane Rapsey who leaves us to start maternity leave on 23rd August. We all pass onto Sarah Jane and her husband, Joe, our very best wishes for the next few months and onwards into the future.

Filling in for Sarah Jane is Dr Gulpinder Lally who has done some previous locum work at the surgery.

Welcome Gulpinder.