

DORKING MEDICAL PRACTICE

at New House & Hillside Surgeries



NEWSLETTER

Spring 2013

BYE BYE DR SAGAR ...

Dr Vishal Sagar left the practice on 19th February after accepting a partnership at another practice. He will be greatly missed by staff and patients alike. We are sure you will join us in wishing him every success in his new role. We are also saying goodbye to Medical Secretary Liz Lock, who has been with the practice since 1992 and will be retiring on 11th March. Her good humour and willingness to help will be missed by everyone.

... HELLO JUDY AND DEBBIE!

We always thought that computers would make working life easier – but in fact it seems to make it more complicated! In recognition of the ever-increasing administrative workload in the practice, we are delighted to welcome Judy Herring to the Medical Secretary team and Debbie Neal to the Medical Reception team. Judy also works for “Heads Together” youth counselling service and Debbie has had several years of experience at Cranleigh Medical Practice.

NURSING TEAM CHANGES

Practice Nurse Dee Humphrys will be retiring at the end of April. Dee was a District Nurse for many years before joining the practice in 2005. She trained to become our specialist nurse in diabetes and will be much missed by all those fortunate enough to work with her or be treated by her. The good news is that we have asked Nurse Fiona Lees to join the nursing team from the end of April. Many of you may already know Fiona as she has been helping out at the practice for the past few months and before then, was a nurse at Dorking Hospital.

LOCUM GPs & REGISTRARS

Many of you will already have met Dr Amanda Sherwood and Dr Neelagiri Meena, who will be with us over the next 6 months or so. We are now a Training Practice and a Registrar will be joining the Practice in the next few months. He/she is a fully qualified doctor who has decided to become a GP and needs to gain experience. They will be supervised by Dr Beattie.

TEXTING RESULTS

Why not let the reception team know your mobile telephone number and ask them to sign you up for appointment reminders? This will allow us not only to send you a reminder a few hours before your appointment but we may also be able to text you re (normal) test results.

TELEPHONE CALLS FROM 1 TO 2

The telephone system now diverts to an answerphone at lunchtime, which tells patients to ring back after 2, or if a medical emergency not requiring an ambulance, to call the mobile number provided. This hour allows the reception team to catch up on the morning's backlog and prepare for the afternoon.

ONLINE REPEAT PRESCRIPTIONS & APPOINTMENTS

If you haven't already signed up for booking appointments or ordering repeat prescriptions using our website, please ask the reception team for a username and password. If you have any problems with accessing the system (for example, if you mis-type your password three times, it will lock your account), please call the reception team who will be happy to help.

HYPERTENSION

Practice Nurse Ashley Dawson is our coronary heart disease specialist nurse. If you need to discuss your blood pressure, please make an appointment to see Ashley instead of your GP.

PRIVATE FEES

Not all services provided at an GP practices are included under the NHS.

Sick note	£15
Private prescription	£15
Holiday cancellation certificate	£25
Holiday cancellation examination	£75
Fit to travel/attend school certif	£20
Pre-employment medicals	£108
Seatbelt exemption examination	£20
BUPA or PPP claim form	£20
Sickness benefit claim form	£100
Access to medical records	£50

For the complete list of fees, please see posters in the waiting rooms or ask at reception.

A day in the life of a repeat prescription request

We generally process repeat prescription requests within 48 hours of receipt and often more quickly. However, once produced it will then take time for the chemist to receive or collect the prescription and dispense it.

On average, we issue over a thousand items per day, which is approximately 250-300 prescriptions, including requests made via our website www.dorkingmedicalpractice.co.uk The Medical Reception team check the requests, issue the prescriptions and then give them to the doctors to check and sign.

Once the doctor has signed the prescription, the pharmacist generally dispenses the medication within the next 24 hours. However, various factors affect this.

The pharmacies in Dorking collect prescriptions from the surgeries – Woodcocks collect two or three times per day and take them back to their South Street branch. The Medwyns branch of Woodcocks collect from South Street only once a day. Friths collect from New House Surgery twice a day and Boots once a day, in the morning.

Another factor that affects how long it takes for a pharmacy to dispense your medication is whether they have the product in stock. If they have to order it from the manufacturer, it may not arrive until the next day.

The surgeries have a close working relationship with all the pharmacies in Dorking so if you have any queries or issues, please do not hesitate to contact a member of the pharmacy or surgery team – either will be happy to help.

FAMILY PLANNING

Many of our nurses are trained in family planning so please consider seeing them instead of a GP when you next need advice.

NHS CHOICES WEBSITE

Everyone is free to leave feedback on their GP practice, dentist or hospital on this website. While we would encourage you to do this, as it is good to know what the NHS can do to improve the service, please be aware that if you have a specific complaint, however big or small, the Practice Manager is available to deal with it. Some of the comments on the website actually needed immediate attention but because they were left anonymously, we had no way to effect change.

BE A HERO AND SAVE A LIFE

To give blood call 0300 123 23 23. Alternatively, see the posters in the waiting rooms which give details of the next local session.