

DORKING MEDICAL PRACTICE

at New House & Hillside Surgeries



NEWSLETTER

October 2014

Aussie Trip



It is with great sadness that we announce the departure of Dr Andre Beattie on 31 December.

Andre and his family are moving to Australia! He will be much missed and we are sure that you will join with us in wishing him all the best in his new venture.

However, there is good news too. We're delighted that Dr Vishal Sagar, who some of you may remember worked here as a salaried GP a few years ago, is joining the practice as a Partner in February.

In the meantime, Dr Darrelle Gengasamy will be working on Monday mornings and another GP (to be announced shortly) will provide cover in January.

Appointments Protocol

60% of appointments are bookable up to 2 weeks in advance; the rest are bookable on the day. Each GP offers 15 in the morning and 12 in the afternoon. Three GPs offer evening opening hours i.e. until 8.30 pm on Mondays and Wednesdays. The Duty Doctor offers sit-and-wait appointments for matters that cannot wait until the next day. These are booked appointments at 4pm or 5pm and patients will be seen in order of priority, according to the doctor.

Receptionists will offer you the first routine appointment with the doctor of your choice and if not acceptable, an earlier routine appointment with any other doctor. If a matter cannot wait until the next day and there are no routines left, the receptionist will take contact details and send a message to the Duty Doctor for advice. This may result in an appointment or a telephone call. Receptionists will ask for a few basic details of the reason for the request – doctors need this in order to prioritise.

Dr Muna Qureshi



From 1st October, Dr Qureshi will reduce her hours and will work on Mondays, Tuesdays and Fridays.

Extended Hours



From 1 October, we will offer evening opening from 18.30 to 20.30 on Mondays with Drs Qureshi & Beattie and on Wednesday with Dr Loveless. We will no longer open after 18.30 on Tuesdays.



Online Appointments and Prescriptions

Have you signed up yet? It's really easy and means no more telephoning at 8am in order to book an appointment! Ask at reception or go to our website at www.dorkingmedicalpractice.co.uk

Feedback



Tell us what you think by completing a form (ask at reception) or go to www.iwantgreatcare.org

Flu, Pneumonia & Shingles

If you are over 65 or at risk (eg have a condition such as asthma, diabetes, heart disease or are immunocompromised or pregnant), you should book your flu jab for October now.



If you're over 65 and have never had pneumococcal vaccination, you should have this too. If you were born between 2nd Sept 1943 and 1st Sept 1944 (aged 70) or 2nd Sept 1935 and 1st Sept 1936 (aged 78) or 2nd Sept 1934 and 1st Sept 1935 (aged 79), you need to have a shingles vaccination. You cannot have all three on the same day so you may need two appointments – the reception team will be able to advise you.

“Put Patients First” campaign

General practice is the cornerstone of the NHS – dealing with 90% of all patient contacts. Patients value general practice very highly, and rank GPs as one of the most trusted of all professions.

But general practice is reaching breaking point. Ballooning workloads, declining resources and an overstretched workforce are placing a huge strain on services that remain the primary point of access to NHS care for millions of people.

More and more patients are coming to see their GP as a result of an increasing population and the health challenges we face, in particular the growing number of people living with one or more long term conditions. Despite this, the amount of funding for general practice is shrinking.

Between 2005-2006 and 2011-2012, the percentage share of the NHS budget spent on general practice across England, Scotland and Wales fell from 10.75 to 8.4% – a historic low.

This is bad news for patients, who face the possibility of longer waits for appointments, fewer services and more difficulty in getting to see the GP of their choice. It is also bad news for the NHS as a whole – if general practice is not adequately resourced, more patients will end up receiving more expensive hospital care, leading to rapidly escalating healthcare costs.

The Royal College of GPs is calling for a UK wide increase in the share of funding that goes into general practice from 8.4% to 11% of the NHS budget by 2017. This investment will transform care for patients and benefit the NHS as a whole by alleviating pressure on our hospitals and providing cost effective care closer to home.

More resources will help support GPs to deliver consistent, high quality patient care and enhanced services, for example:

- Shorter waiting times for appointments and more flexible opening hours
- Longer consultations, especially for those with long term conditions
- Improved care co-ordination and planning for the frail elderly and those with complex needs
- The ability to access more services closer to home, without the need to travel to hospital.

Achieving these outcomes will require a substantial increase in the number of GPs and investment in better, more modern premises. To sign the petition, go to www.rcgp.org.uk/campaign-home.aspx

