



Beaconsfield News

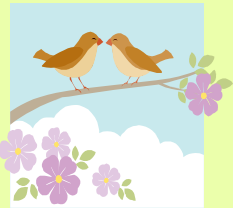
www.beaconsfieldmedicalpractice.co.uk

NEWSLETTER NO 9

APRIL 2010

NOTICE BOARD

- Please add your ideas to the new suggestions books
- Still not signed up for online booking and prescription requests? Ask at reception
- 143 people did not attend for appointments last month—please remember to cancel if you can't make it. You can do this online if the phones are busy!



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A day in the life of a Practice Nurse

*I'm up at six and start at eight
I'm always flustered in case I'm late.
So much to do, so little time
The clinic will be bursting by half past nine.
I've checked the equipment and ensured all is clean.
I look at lists of people, today to be seen.
I collect all the forms of which without
The lab at the hospital will surely shout.*

*It's 8:30 now and people arrive
To be seen by "the nurse"- confusing there's 5
of us to share the large workload here-
believe me, we need it, so far this year
we've had swine flu and winter flu
and people with spots.
Of course on a Friday we have minor ops.
Children for injections, people with fears,
The chesty, the poorly and some for their ears.
The morning goes by, my head's in a spin
One last travel appointment then it's lunchtime again.*

*At last I'm free. I'm finally alone
when suddenly shrills out the ring of the phone.
The Dr has someone who arrived in his vest
complaining of awful crushing pain in his chest.
I leap into action and tend to his needs
And when it's all, over time for tea please?*

*By 2pm I'm back in my room
To see Mrs Cover who is all doom and gloom
No matter, no problem, that's why we're here
To help, to motivate and to alleviate fear.
The Practice Nurse job is a joy to be in,
I really wouldn't change even with a lottery win!*



By Jane Levine

Practice Survey

Beaconsfield is always looking at ways to develop & improve. Hard as we try we don't always get it right. Please help us by taking time to complete the short survey in reception or via our website:

www.beaconsfieldmedicalpractice.co.uk

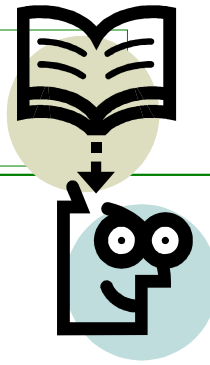


REMINDER!

Regular monitoring will reduce potential complications of diabetes, hypertension, asthma, COPD or heart disease .
Book your annual review now or mark it on your calendar for next year!



Your feedback



It is our aim to provide the highest possible standard of care for our patients and to help us achieve this we need your feedback. We have a patient participation group within the Practice to help give us advice and with whom we discuss proposed changes in the Practice. We also welcome comments from our patients and have recently introduced suggestions books into both waiting areas. Please share your ideas with us and we will endeavour to address them as best we can.

Display Screen

To help keep you informed about things in the surgery and health initiatives both local and national we have installed a screen in the waiting room. Please let us know if this is helpful and what information you would like to see displayed here.



EXAMPLES OF RECENT SUGGESTIONS AND OUR ACTIONS

Suggestion	Action
Tell us if the Doctor is running late for appointments.	You may have noticed the new screen in the doctors waiting room. We plan to use this to tell all those waiting when a doctor is running late.
Make it possible to book appointments with the nurses online.	We have struggled to find a solution to this problem. Nurses appointments vary in length depending on the type of procedure required. For eg a smear requires a double appointment of 20 minutes, a smoking cessation appointment requires an initial 30 min assessment and 10 min follow-up appointments, some blood tests require the patient to have an initial 20 min appointment followed by another 10 min appointment 2 hours later etc. Therefore nurses appointments need to be booked by our experienced reception team so they can allocate the right amount of time with the nurse to ensure the patient has enough time for their requirements and others are not kept waiting by overrunning consultations. We will keep reviewing this and have asked our clinical system supplier to look at developments to help us.
I booked in with the touch screen but it did not register me. Please can reception check the patient is not in the waiting room when they see a no show.	The doctors will call the next patient due even if the system shows they have not arrived. If the patient doesn't respond they will call the next person on their appointment schedule. Please read the touch screen to ensure it says that you have been marked as arrived. Occasionally it will ask you to report to reception as there is an issue to be resolved.

PAT RETIRES

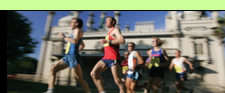
Pat Holgate has properly retired now, (after originally retiring in 2003 she regularly came back to help us out) after 22 years of devoted service to the practice.

"We shall miss her a lot," said Elaine (Head Receptionist) "and we wish her a relaxing time with her family, and in her garden, with her lovely cats."



Dr Nigel Bird and Dr Liz Green are doing Brighton's first marathon on Sun 18 April, and Dr Fiona Perry is doing the Virgin London Marathon on Sun 25 April. Cheer them on!

 Brighton Marathon



FIONA'S FAME BLOSSOMS

Dr Fiona Perry appeared in the April edition of Woman and Home after going on the New Covent Garden Flower Market tour with expert Judith Blacklock.

"I've always loved flowers and had done a couple of courses, but when my son asked me to arrange the flowers for his wedding, I wanted to improve my technique and get advice on selection and aftercare... When it came to the wedding, it gave me the confidence to return to the market alone and make the arrangements. I'm still getting compliments."

