

- It not too late to get your flu jab
- New internet services coming soon
- Dr Natalie Aronson has joined the practice for a year as Registrar to Dr Bird



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# Beaconsfield News

NEWSLETTER NO 6

DECEMBER 2008

*The Beaconsfield Team would like to wish all their patients and colleagues a Merry Christmas and Happy New Year*



## Surgery Opening Hours Christmas & New Year

Wednesday 24th December:

Normal surgery am

Emergency surgery only pm

Thursday 25th & Friday 26th: **Closed**

Wednesday 31st December: Normal surgery am

Emergency surgery only pm

Thursday 1st January: **Closed**

**From 6:30pm on Wednesday 24th December until 8am on Monday 29th December and from 6:30pm on the 31st December please telephone 552212 for details of emergency doctor services until normal service resumes on Friday 2nd January at 8am.**

Wishing you a healthy holiday.

## Coughs & Colds

It is the time of year for coughs and colds as many of us have already discovered ; most are self limiting viral infections which last 1-2 weeks and which do not require or respond to any specific medical treatment. Antibiotics have no effect on the duration or symptoms of a cold. Colds are caused by one of over 100 viruses which irritate and inflame the respiratory tract lining of the nose, throat and upper airways. Common symptoms include sore throat, runny nose, cough with white or yellow phlegm, temperature, headache and muscle aches. Patients who have a predisposing medical condition ( such as emphysema, asthma, immunosuppressant medications, steroids or heart disease) may be more prone to significant complications and should ask for advice **if** –

- \* Chest pain
- \* More short of breath than usual
- \* Very high or prolonged fever for more than 48 hours
- \* Rash
- \* Coughing up blood

If you are unsure about your symptoms, you can phone the 24 hour NHS Direct for advice (**08454647**) or telephone the surgery for a telephone consultation. Your local pharmacist will also provide advice.

If you have a cold keep your distance from others (especially vulnerable , elderly). Use disposable tissues and wash your hands frequently.

## Coughs & Colds cont'd

- Keep warm
- Stop smoking
- Drink fluids
- Paracetamol or ibuprofen can reduce temperature and relieve pain
- Rest
- Do not exercise when you have a fever or raised pulse

## *A Day in the Life of ...a medical receptionist* — read Kirstine's account of her typical day at the surgery

7:45am still sleepy and I start the day, most importantly by putting the kettle on! We take emergency calls from 8 am, and the appointment lines open at 8:30. In the meantime, we get the office ready....organise prescriptions, items for collection, work to be done for the day, visit the doctors in today to get their early morning work (some will have been here since 7:30 working) read messages from the team....and before I know it, it's 8:30!

The phones start ringing and it proves to be a busy morning - by 9 am I've taken 23 calls. I've arranged 2 visits for patients at home and still the phone is ringing. I'm sure it can be frustrating if you have to sit in our queuing system, but all the reception team are very conscious of not keeping anyone waiting and deal with calls as efficiently as possible. 9 am and the waiting room is bustling. Now as well as answering calls, I'm booking patients in as they arrive, handing out prescriptions, dealing with queries, and booking follow up appointments for those who need them.

Time flies by, and one of the next calls is to say that a patient is being brought in by ambulance - I notify the duty doctor to make sure they're aware. Once the patient arrives, I make sure that they are looked after while waiting to see the doctor. In the meantime, Jackie takes over the front desk.

It's 10:30 now and the phones have calmed a little so it's time to sort out further queries - most of them are urgent prescription requests for pa-

tients who forgot to request their medication on time. Elaine is on prescription duty today, so I run them down the corridor to her so we get them in to a doctor by midday to make sure patients don't run out of their medication.

I've just booked in a lovely baby - it's one of the perks I love - getting cuddles and smiles from our "little patients"!

Sue is on the phone arranging an ambulance, we have a poorly patient who needs to be seen urgently, so while the doctor contacts the hospital, Sue calls the ambulance, all this while the 'phones are ringing and patients are arriving at reception. It can be daunting at times but at the same time, it's rewarding - the doctors appreciate our help, and we provide an efficient service, which in turn helps poorly people get well. Now here's another part I love - I've just been bought a cup of coffee, great! By 12:30 the waiting area is nearly empty and it's time for my lunch.

1:30pm and time to catch up on work generated through the morning. We take emergency calls only between 1 and 2 o'clock so I go straight down to the doctors rooms for any work they have for us. The phones re-open at 2 o'clock for appointments.

Dr Perry is our Duty Doctor today and will deal with any urgent queries, and patients that need to be seen this afternoon. I'm in the back office this afternoon, so dealing with more complex calls. Every day doctors send requests for us to contact patients, maybe a blood test result has come back that they'd like to discuss, a routine review is due or medication needs to be discussed. Anyway, it's our job to make sure we get

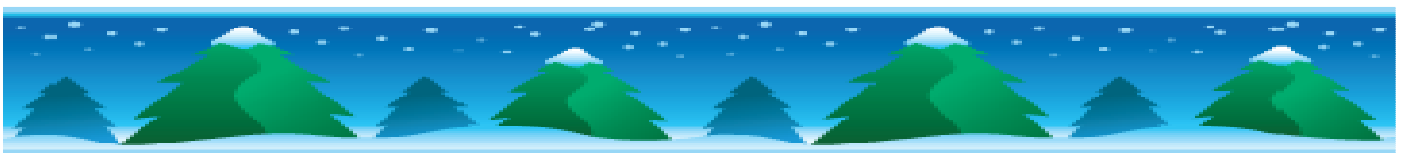
you in with the right doctor or nurse, at the right time. There are lots of requests today, so I get on the phone, this time making calls instead of answering them! Afternoon surgery is in full swing now, and again the waiting room is busy. I've just been called by Dr Perry - she urgently needs the results of a scan from the Royal Sussex County so I join the queue to speak to someone at the hospital.

It's been a good afternoon, and as it's getting later, the calls are slowing down.

6 o'clock and surgery is almost over. We make sure everything has been processed and our work for the day is up to date, checking the doctors' rooms again one final time for the day. We take emergency calls from 6 until 6:30, and then South east Health take over until 8 am tomorrow - when we start again!



Reception staff from left to right: Sonia, Mandy, Tracy, Carole, Sue, Kirstine, Pat & Jackie.





## Beaconsfield Medical Practice

## Appointments

### Beaconsfield Medical Practice

175 Preston Road

Brighton

BNI 6AG

Phone:01273 552212

Fax:01273 564626

[www.beaconsfieldmedicalpractice.co.uk](http://www.beaconsfieldmedicalpractice.co.uk)

## Coming soon



### Avoid the queue

Please take a look at our website for details about surgery times and services.

Please note that all patients are registered with the whole practice and can choose which GP they see depending on availability. We encourage all patients to try and see one or two GPs for ongoing problems as we feel that this is beneficial for continuity and building a therapeutic relationship.

You can book with a GP up to 2 weeks in advance. We will try and give you an appointment on the same day if you need this or you have an urgent medical condition. In these circumstances, you may be offered a different doctor with availability but he/she will have access to your full medical records.

You may be offered an appointment with a GP registrar or foundation year 2 rotation doctor; these doctors are fully registered medical practitioners and are supervised closely by the GPs.

Please phone and cancel your appointment as soon as you know you cannot make it as it can be offered to someone else.

The GP Team covers a wide population and is on call for urgent medical problems during the day. Inevitably, this can mean that GPs overrun. We are looking at ways of informing patients if their appt time is delayed – please be aware that a

To improve our services to patients we will be offering more services through the internet early in 2009, including booking appointments – watch in practice and on the website for further details:

## Our GP Team



Dr Fiona Perry



Dr Nigel Bird



Dr Zoe Schaedel

Dr Amrit Baura



Dr Vanessa Lynch



Dr Liz Green

Dr Jonny Coxon

