

The Sixpenny Handley & Chalke Valley Practice Newsletter

June 2010

Minor Injuries

If you have a minor injury and are not sure how to manage it, please ring the surgery during normal working hours for advice. Outside normal working hours please contact the out of hours service or NHS Direct. There are also Minor Injury Units (MIU) in the area that can help you.

We live and work in a very rural area and because of distance to Minor Injury and Walk-in Centres many people just arrive in the surgery expecting to be seen immediately. We operate an appointment system so it is very unfair for other patients who have booked an appointment to have to wait excessively because the doctor has been delayed by a minor injury. There are also times when the medical team are not on site to help.

Please try not to turn up in the surgery unannounced.

The following Minor Injury Units are available locally.

- Shaftesbury, Dorset, SP7 8BD Tel: 01747 475251
- Blandford Forum, Dorset, DT11 7DD Tel: 01258 394032
- Wimborne, Dorset, BH21 1ER Tel: 01202 858200
- Salisbury Walk-in Health Centre Salisbury SP1 3SL Telephone: 01722 331 191

You do not need an appointment to visit a MIU. They are run by a team of doctors and highly qualified nurse practitioners who have experience and expertise in treating minor injuries.

If you're not sure where your injury can be treated, please phone us, a minor injuries unit or telephone NHS Direct.

Telephone Triage

What is this? Triage is a process of prioritising patients medical needs based on the severity of their condition.

We have found it helpful to have a triage system each morning because of the ever increasing demand for access to the doctor.

Our aim is to offer all patients access to health services at a convenient time. However doctor's appointments are a limited resource. Often a patient only needs a quick phone call to discuss a problem. So instead of interrupting a busy surgery where patients have planned and booked a time to see a doctor, we can offer an opportunity for the doctor to phone and speak to you on the day.

Bookings for triage can be made up to 10.30 am. You will be given the option of seeing the triage doctor or receiving a phone call from the doctor. If you need to see the doctor you will be asked to attend the surgery and wait to be seen.

Evening Surgery

For patients who work during the day or are really unable to come to an appointment in the daytime we run an evening surgery in Sixpenny Handley on Mondays and occasionally on other week days. Please ask the receptionist for the surgery times and to make appointments.

Staff changes

We are delighted to welcome Denise Meaden to the community nursing team. She has been working in Blandford Hospital but is now supporting our community nurse

Barbara Smith has moved back to her family in London and will be missed in the dispensary team.

In her place we have appointed Jane Orman who has started already. We are delighted to welcome her to our dispensary team.

Donations

Occasionally we receive very kind donations from patients or relatives. We are always grateful for donations to the surgery equipment fund

The correct account for these donations is "The Sixpenny Handley & Broad Chalke Surgeries". Please use this name if you wish to make a donation.

Missed Appointments and Multiple problems

If you are unable to attend a pre-booked appointment with a doctor or nurse please ring the surgery to let us know.

Recently we have had numerous wasted appointments. Nationally ten million GP appointments, four million practice nurse appointments and seven million outpatient appointments are missed each year. 30% of these missed meetings are down to patients simply forgetting.

We always try to offer you the most convenient appointment. Please try and remember to attend on time or cancel your appointment in advance if you cannot make it.

Tip of the Newsletter!

Many people now have mobile phones. Why not set your phone to remind you about the appointment you have booked?

If you have more than one problem to discuss please consider asking for a longer appointment. We allow ten minutes per appointment and if we overrun the rest of the patients (it could be you sometimes) will have to wait longer for your appointment.

PLEASE HELP US TO PROVIDE THE SERVICE YOU WOULD LIKE

Useful telephone numbers	
Sixpenny Handley Surgery	01725 552500
Broad Chalke Surgery	01722 780282
Urgent Care Service (Out of hours number)	0845 600 1013
NHS Direct	0845 4647