

NEWSLETTER

The Sixpenny Handley and Chalke Valley Practice

Sixpenny Handley Surgery
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STAFF NEWS

We welcome Doctor Liz Parry who will be with us for a year. She is a qualified doctor who is in the final stage of training to be a GP. We look forward to her working alongside us. Dr Franklin has joined her new Practice for her final stage of training and Nurse Ruth Raudsepp has also taken up a new challenge. We wish them both much success for the future

PATIENT PARTICIPATION GROUP

We hope to set up a Patient Participation Group to help us plan future changes to the Practice. It is envisaged that the group will have about 150 members, all patients, embracing a wide age range and representing all groups within the practice, including those people who seldom come to visit us.

Because of the size of the group it will not be practical to meet physically and we plan to communicate predominantly by email and the internet.

If you are interested

Please email us on

Sixpenny.ppg@nhs.net

Stating your name and first line of address

We will not respond to any medical questions via this email.

We will store your email address in an email group but it will not be shared with anyone outside the surgery, not even with other members of the group unless you specifically ask.

The information with which you supply us will be used lawfully, in accordance with the Data Protection Act 1998.

The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

HEALTH MATTERS

ASR Hip Replacements

You may have heard on the news that some hip replacements have been causing problems. Only one type of artificial joint is involved, the ASR made by DePuy. If you do have an ASR Hip - please contact the DePuy ASR Helpline on 0800 279 4865 to inform them. This recall means additional testing and treatment may be necessary to check your hip implant is functioning well. DePuy intends to cover reasonable and customary costs of testing and treatment associated with the ASR recall, including revision surgery if it is necessary.

There is more information on their website <http://www.depuy.com/ukpatient>

UNPLEASANT BEHAVIOUR

We understand that often when people come into the surgery they are worried, frightened or feeling under the weather, maybe all three. This can make people act uncharacteristically, causing them to speak rudely, raise their voices or act unpleasantly in other ways. Normally the first people they see are the receptionists or dispensers, who genuinely want to help but have limited authority. It is not fair that they should bear the brunt of such behaviour.

If you feel that you are not getting the service you expect, please ask to see either the Practice Manager or one of the Doctors. They cannot work miracles but they might be able to help.

As employers we will not tolerate aggressive or abusive behaviour towards our staff and may ask people who act this way to leave our practice list.

We will endeavour to give you the respect that you deserve and would ask that you do the same.

Useful Telephone Numbers

Dispensary:	01725 552589 between 12 and 3pm
Health Visitor:	01747 856709
District Nurses:	01725 552792
Midwife: non urgent	01722 425185 Mon-Sat 8am-6pm
Urgent	01722 336262 ask for on call Midwife
Out Of Hours:	0845 6001013
NHS Direct:	0845 4647

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