



Wye Surgery Newsletter Issue 13 January 2012

This Newsletter is for the Patients of Wye Surgery. We aim to produce this twice a year and hope to include items of interest as well as developments at the Surgery. If you have any items you would like included in this publication please contact: Caroline Ede, Project Manager, Wye Surgery, Oxtenturn Road, Wye, Kent TN25 5AY

Happy New Year!

Hello

Wye Surgery is pleased to welcome the following members of staff to our team:

Rachel Heathfield—Practice Nurse
Stacey Henderson—Dispenser
Hazel Collis—Typist
Nick Prentice—Apprentice Administrator

... and Goodbye

Dr Qasim Mahmood has now left Wye having completed his time with us. We wish him well for the future.

Thank You!

.....to all the patients who sent in goodies for the staff over Christmas it was very much appreciated by everyone. We wish you all a very Happy New Year.

On Line Prescriptions

Did you know you can now order your repeat Prescriptions on line? Just visit our website www.wyesurgery.co.uk. Click on **Prescriptions** and follow the link. Please remember to allow 48 hours (excluding weekends and bank holidays). Patients are still able to fax their repeat prescriptions through to the surgery or to send in request via post but we hope this additional service will prove beneficial to our patients.



NHS Checks for the Over 40's

Wye Surgery is offering NHS health checks to all patients between 40—74 years who do not have a pre-existing condition eg asthma, heart disease, diabetes etc. This is part of a national campaign to help prevent the onset of health problems and patients will be called every five years for this to be carried out. Our nurses have received specific training to carry out these health checks and all patients will receive a booklet detailing their results on completion of the review. We have sent out letters to all patients who fall into this category and whose ages end in either '0' or '5' inviting them to attend. This will ensure that all patients are called eventually but we are unable to offer appointment to patients who have not received an invite.

For more information visit www.nhs/nhshealthcheck or call the NHS Health Check helpline on 0845 850 9850

News from the Patient Participation Group

Following a request from the Patient Participation Group (PPG) the surgery is now opening the outer door at 8.15am to allow patients to wait in the lobby area. The main doors will still remain closed until the surgery opens at 8.30am but patients who arrive early will have somewhere warm and dry to sit and wait.

Guest Speaker— A speaker from Carers Support will be attending the PPG meeting on Tuesday 28th February.

Any patients wishing to have further information about the PPG please contact Helen Goodman at Wye Surgery on helengoodman1@nhs.net / tel: 0844 387 8419

Appointment protocol

Bookable appointments slots are for 10 minutes. Usually there is only enough time to address one problem per appointment however if you feel your problem will take longer than this please book a double appointment.

Appointments are for one person's health (but you are welcome to have someone accompany you) Please tell us in good time if you can't keep your appointment, so we can offer your slot to someone else. We always try to keep to time, but with some appointments this is not always possible; if we are running late our receptionist will apologise and keep you informed.

Did you forget your Appointment ?

During the months of October, November and December over 300 appointments went unused for the Dr's Nurses or other Clinicians in the surgery. This equates to 8 days of Doctor's time being wasted. If you cannot make your appointment please let us know as soon as possible so that it can be made available for someone else.

Don't forget we also have Evening Surgeries for your convenience. These are held Monday to Thursday until 7.00pm. We have both Nurses and Doctors clinics on these days and the Dispensary is also open until 7.00pm to collect prescriptions and drop off repeat prescriptions requests.

Do you or someone you know suffer from DEMENTIA?

Dementia UK is a national charity, committed to improving quality of life for all people affected by Dementia. The Charity works in partnerships with many organisations such as mental health trusts, universities, local authorities and other charities.

For further information contact: 0845 257 9406 or email direct@dementialuk.org

Dementia Web

Dementia Web is an all-age dementia information resource for Kent and Medway.

Visit their web site at:

[http://
www.dementiawebkentandmedway.org.uk/](http://www.dementiawebkentandmedway.org.uk/)