

Surgery News

Telephone messages. With a huge increase in the amount of telephone messages taken some basic points have had to be addressed.

1. All patients, unless they are housebound, must request medication **in writing** either by fax, email, post or dropping a note in to the surgery. Doctors will not take messages regarding repeat prescriptions over the telephone. Please remember that the 48 hour (2 working days) turnaround applies in all cases.

2. Messages can be taken for the non-duty

doctors until 1pm, if they are in surgery in the afternoon. All urgent medical issues will be left for the duty doctor on call that day, and any calls regarding admin issues will be left for the relevant doctor to deal with on their return to surgery.

Duty Doctor. All of our doctors take it in turns to be the Duty (or Emergency) Doctor during the week. Appointments with this GP are not bookable until the day and appointments are only filled when all the regular surgery slots with our other GPs have been taken. A Duty Doctor not only deals with

emergency phone calls and house visits, but also with patients who call on the day with ailments that must be seen as soon as possible.

Booking appointments. We are constantly striving to reach the ideal but are aware that, unfortunately, we are still not there. Appointments can be booked with the doctor of your choice up to a week in advance during our normal core hours (8am—5.30pm). Early morning, evening and Saturday morning slots can be booked up to a fortnight in advance. However, we also keep

some appointments by for each day so telephoning around 8am on the day may provide you with a same day morning slot and phoning at around 11am may provide you with a same day afternoon slot. Suggestions for improvement are always welcome.

Travel Vaccinations and Private Fees. There are notices on display on the ground and first floor reception areas regarding fees for travel vaccinations and private fees. We expect payment at the time of service.

Day out with the doctors

One fine Wednesday afternoon the whole team at Southfields Group Surgery went in to Kingston to try their hand in the bowling alleys. We were split in to five teams—all of whom played marvelously well, and the winning team—aptly named Strike Force -



won by a narrow margin. Afterwards we were treated to a three course meal at a local dinery. Huge thanks are due to the Partners at the surgery for providing us with such a lovely treat. It was great to mix with old and new staff members and to catch up with each other—team building (and bonding!) at its best!

Newsletter

Southfields Group Practice
492 Merton Road
Wandsworth
London
SW18 5AE

Phone: 020 8875 5429

Fax: 020 8875 0489

Email:

administration.sgp@nhs.net

www.southfieldsgppractice.co.uk



Huge congratulations to our Practice Manager Gaynor Uewellyn, who, as well as being fully occupied in her role, studied for her Diploma in Primary Care Management, which she passed with merit.

A warm welcome to new staff member Tyah who joins our reception team. Also to Sally, who joins our District Nurses team. Congratulations to Ruth who completed the annual charity run for ADRA (UK). This charity supports relief work in disaster areas.

Appointment reminders. Unfortunately, a number of our patients do not arrive for their appointments. So the surgery is investing in a new programme where reminders of booked appointments will be sent via text message to their mobile phone. If you have recently changed your mobile number (or we do not have it logged on your registration details) please will you let us know so that we can enter the information. Also, please let us know if you wish to opt out of this service.

Carers. Everybody knows someone who looks after a friend or relative who is less able. Many people do not consider themselves a 'carer' as it is so much part of their life. Nevertheless, we would like to know who you are so that we can offer you support and maybe provide guidance about getting more help.

Your questions answered

Q I was told that I couldn't have my fasting blood test as I'd eaten a small piece of fruit that morning, surely it doesn't matter?

A. If you are asked to have a fasting blood test it is because the doctors want to know the baseline amount of cholesterol or sugar in your blood and yes, a small morsel of food would affect the result. That's why we state 12 hours of only water before the test.

Q. Although my last smear test was fine and I understand that I can have one every three years I want another one as my friend

has just had an abnormal result. The receptionist says no, why?

A. In this instance it would be best to make an appointment to discuss your concerns with a GP. If you have any symptoms that would warrant another smear then of course the GP would advise this.

Q. You're open on Saturday but I cannot collect my prescription then—that's ridiculous.

A. We do not have enough funding for staff to enable us to fully open on a Saturday. If you cannot come to the surgery between 8am—6.30pm Mon. to Fri. you can always ask for your script to

go to one of the local chemists.

Q Why won't you take my prescription request over the phone?

A. Every item requested has to be checked by a GP and accuracy is essential, hence the insistence on written requests and 2 working days notice.

