



WRAFTON HOUSE NEWSLETTER
February 2013

Patient Survey

Thank you to everyone who took the time to complete our patient survey last November. The results have been analysed by an independent company and the results are available for anyone who would like a copy. Please ask at reception. The full report will be available on the website at the end of March.

It is always very encouraging to hear that 95% of you found our reception staff helpful or fairly helpful at Wrafton House and 100% at our branch surgery in Northdown Road.

As always, it is sometimes difficult to get through on the telephone especially between 8.30 and 10.00am. If you are ringing for a non urgent problem, please telephone later in the day, when I am sure you will find it easier to get through.

EXTENDED HOURS OPENING

Are you all aware that to help patients who find it difficult to get here during the day that we are open Monday evenings from 6.30—8.00pm for pre-booked Doctor and Nurse appointments except for the Monday evening prior to our Saturday morning opening, which is always the third Saturday in the month. Again a Doctor and Nurse are available for pre-booked appointments.

(Please note, because it is a skeleton staff the telephones are not available)



HEALTH POD

We have a new machine in the waiting room for a trial period. It will take the following measurements, height, weight, BMI, Blood pressure and pulse. Please try it out, ask one of the Reception staff for a token and let us know what you think about this equipment. We would also like the printout so that we can update your records. If you find it successful our Patient Participation Group are hoping to have enough funds to purchase one for our surgery. If you would like to know more about our Patient Participation Group. Please ask at reception. They are always looking for new members to join the group and would make you very welcome.



STOP SMOKING

We have an excellent stop smoking service for all our patients and our success rate is very high. Patients have said that the support given by our Practice Nurses and Health Care Assistants has helped them to achieve their goal, even after being a heavy smoker for many years.

If you would like to take advantage of this service, please make an appointment with one of the team.



EXPECTANT MUMS

The Department of Health recommends that all pregnant women receive the following: Whooping cough (Pertussis) vaccine from 28 weeks onwards This is because there has been a considerable increase in whooping cough activity across the UK. The current outbreak is the largest seen in the UK for over a decade. The highest rates are in infants less than three months of age. If you would like to take advantage of these vaccinations, please make an appointment with one of our Practice Nurses.



HEALTH CHECKS

Asthma, Diabetes, COPD,
High blood pressure

You may be called in relation to your routine reviews in the next few weeks. You will be told if you need a blood test prior to your appointment. Please arrange to have your blood test before you make your appointment with one of our Practice Nurses so the results can be discussed with you.



TRAVEL

As you may be planning your holidays, Please bear in mind any travel Vaccinations which you may need. Please allow plenty of time to complete the vaccinations as our Practice Nurses get booked up at least two weeks in advance and if no appointments are available you may need to go to a travel clinic. Travel agents are not always fully aware of what is needed for certain Countries. Please book an appointment to discuss what is required for your destination. Some travel vaccinations are not available in Surgery and you will be directed to a private clinic of your choice.

SAD NEWS

We are very sad to report that Jill Reeves, the Nursery Nurse attached to our Health Visitors, sadly died unexpectedly on New Year's Eve.

She had spent many years with us supporting families with new babies and young children. She will be missed by colleagues, patients and anyone who knew her. If anyone would like to donate in memory of her, please speak to Jane Paris our Health Visitor.

BABY IMMUNISATIONS



It is very important that all Immunisations are kept up to date to ensure maximum protection against childhood illnesses. Failure to comply with the programme leaves your child at risk of infection and subsequently at risk of possible complications.

Please make an appointment in a baby clinic. These clinics are held at Wrafton House on a Tuesday or Thursday afternoon.