

The Patford Post



News from Patford House Surgery

What A Year! Last year reviewed

2009 was another busy year for Patford House Surgery, with the additional challenge of dealing with the swine flu outbreak. What have we achieved over the last 12 months?

✓ Consultations

Over the past year, our doctors saw patients in over 17,000 appointments, while our nursing team saw patients in a further 12,000 appointments. Our doctors undertook over 500 home visits too!

✓ New Website

The new website was launched in January 2009 and is now receiving in excess of 500 visits per month.

✓ Prescriptions

We issued over 24,000 repeat prescriptions in 2009! Some 200 of these each month are online requests via our website.

✓ Phone Calls

Our receptionists have dealt with an average of over 2,500 phone enquiries per month—that's 30,000 over the year!

✓ Surgery Newsletter

'The Patford Post' launched and the

first issue was published in December 2009

✓ Sponsorship of Calne Run

We were proud sponsors of the Walter George 10K run in October

✓ Walking Group

Together with Age Concern, a regular walking group was established when our weight management service was launched in the spring.

✓ Staff Training

Surgery staff have attended a range of courses, including customer service and information technology

✓ Obesity Programme

Our obesity programmes have been a huge success and have been nominated in 4 award categories

Here's to continuing success in 2010!!

New Appointment Reminder Service Introduced

Every month missed appointments at Patford House Surgery result in wasted doctor time and longer wait times to see our clinicians. However, a number of these appointments are missed because patients simply forget that they have one.

To try to reduce the number of appointments that are wasted, Patford

House have launched a new service that sends patients a text message to their mobile phone 24 hours before each appointment. This

reminds patients of their appointment and gives them an opportunity to



cancel the appointment if it is no longer needed.

In order for this system to work effectively we need your current mobile number—we cannot send you reminders if we cannot contact you!

Please check with reception to ensure we have your current mobile details.

Patford House Surgery

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Calne
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www.patfordhousesurgery.co.uk

Volume 1, Issue 2

April 2010



Useful Contacts:

Appointments
08444 772564

Out-of-Hours Care
0300 111 5717

Chippenham Community
Hospital Switchboard &
Minor Injuries Unit
01249 447100

NHS Direct
0845 46 47

The Great Western
Hospital, Swindon
01793 604020

The Royal United Hospital,
Bath
01225 428331

Swine Flu Update

We have been busy over the last few months running a successful swine flu vaccination programme for the groups most vulnerable to the virus.



Until recently, patients who believed they may have the virus were asked

to contact the National Flu Pandemic Service. However, this service closed on 11th February 2010 due to a fall in the number of phone calls being received by the centre.

Current advice is that patients who are worried that they may have symptoms of swine flu should stay at home and contact their GP.

Patients with swine flu typically have a fever or a high temperature (over 38°C / 100.4°F) and two or more of the following symptoms:

- unusual tiredness
- headache
- runny nose
- sore throat
- shortness of breath or cough
- loss of appetite

- aching muscles
- diarrhoea or vomiting

If you have **two or more** of these symptoms, please inform the receptionist when you phone the surgery in order that we can deal with your call in the most appropriate way.

Please continue to use the anti-viral hand gel when entering reception to reduce the spread of infection.

Getting the Most From Our Website

Our website is continuing to increase in popularity. The site is now receiving over 500 visits each month.

Remember—you can request your repeat medication from our website. Simply complete the online form. Last month we issued well over 200 prescriptions from online requests.

Please note that **48 hours notice** is

required for all repeat prescriptions regardless of how you request your medication.

This means that we will issue your medication within this time frame, although if your prescription then goes to a local pharmacy, this may add on extra time before it is ready for collection.



The website also has a 'Contact Us' facility that you may find useful to pass non-urgent messages to us. However, please do **NOT** use it to request appointments—contact reception on 08444 772564.

We always welcome suggestions or comments on our website—we are continually developing and updating it. There is a web feedback link on the site

Planning a Holiday? Check your vaccinations!

Although it might seem a little way off yet, summer is fast approaching and many of start to think about summer holidays.

For many popular overseas destinations it is advisable to have vaccinations to protect against diseases rarely seen in the UK. We can offer vaccinations

against Typhoid, Hepatitis A and B, Yellow fever, Diptheria/Tetanus/Polio, Japanese Encephalitis, Rabies Meningitis and Cholera.

Arranging your vaccinations is easy. Simply collect a travel questionnaire from reception or download one from our website and return it completed to



the surgery when you make your appointment.

However, please note that it can take 3-4 weeks for vaccinations to become fully effective so please seek advice in plenty of time for your trip!

Bank Holiday Arrangements



The surgery will be closed on the following Bank Holidays:

May Day—3rd May

Whitsun—31st May

If you need to speak to a doctor over these periods, please contact the **Out-Of-Hours Service on 0300 111 5717**

Please allow **extra time** when ordering your **repeat prescriptions**

