

Mayford House Surgery

Newsletter

Summer 2010



All About Appointments

Following requests from patients as of 2nd August 2010 we will be offering some telephone consultations with all the doctors. Many people may find this convenient if they prefer to speak with a doctor rather than attend the practice. Types of consultations which would be suitable for telephone advice are:

Medication review and advice

Test results

Minor ailments which will not need an examination e.g. cystitis

Evening Surgeries - we hold two evening surgeries one night a week. These are aimed at patients who work and cannot attend the surgery during the day. They can be booked up to one week in advance, and are available from 6.30 p.m.

Routine Appointments - we continue to offer routine appointments bookable up to 4 weeks in advance. Some appointments will be released on the day. We offer appointments on the day at 11.00 a.m. to see a doctor at the end of their surgeries. This can be urgent and non-urgent conditions. We cannot guarantee which doctor you will see.

Urgent Appointments - if you ring after 11.00 a.m. with an urgent problem that needs to be seen before the next available appointment, you will be asked to come down at the end of the doctor's surgery. You may have to wait. Increasingly, people are exploiting these urgent slots for their convenience with obvious non-urgent conditions and we ask all patients for their co-operation in utilising the surgery appropriately.

An urgent problem is a condition that cannot wait until the next available routine appointment or next 11.00 a.m. slots.

On-line appointments will be starting at the beginning of September 2010. You will need to come to the reception desk to get your log-in and password details. Log on to <https://mayford-house-surgery.appointments-online.co.uk> and you will be able to make an appointment with the doctor. You will be able to book appointments up to four weeks in advance.

Blood taking appointments and cautery appointments are only 5 minutes long. If you have another problem you wish to discuss please make a standard 10 minute appointment at a separate time.

PLEASE if possible:

- ✚ telephone for routine appointments *after* 8.30 a.m.
- ✚ telephone for home visits *before* 10.30 a.m.
- ✚ let us know if you need to cancel your appointment with the doctor or nurse, so we can reallocate the slot to another patient.
- ✚ ensure we have your up-to-date telephone number(s) so we can easily contact you.

CHANGING CLINICS

Baby/Child Health Clinic - the health visitor-led baby and child health clinic will move from Friday morning to Wednesday morning, starting Wednesday 4th August 2010, from 9.30 a.m. until 12.30 p.m.

INR Clinics - these are moving to Wednesday afternoon.

Chlamydia Testing

Kits are available from reception and in all the toilets for any of our patients aged under-25 and sexually active who would like to be tested.

Anne Bettany

Sister Anne Bettany, practice nurse, will retire at the end of August after 22 years with the practice. We wish her well in her retirement.

Foreign Travel

Travel appointments with the nurse should be booked 6-8 weeks before you go abroad if you require vaccinations or possibly any anti malarials. Please ask Reception for a travel form.