



Dr Baxani & Partners

November 2011

Newsletter

Seasonal Influenza Vaccinations

Seasonal 'flu jabs are offered to all patients who are over 65 or in an 'at risk' category. If you haven't had yours yet there's still time.

Please call or speak to reception now to book your 'flu jab.

Changes to GP Appointment Booking

With the introduction of the 24-hour automated telephone system, we are taking the opportunity to change the way you book ROUTINE GP appointments.

You no longer have to call at 8am or 1pm to make a GP appointment.

In this newsletter:

- Seasonal 'flu jabs
- GP appointment booking
- Cancelling Appointments & DNA's
- Extended Hours
- Repeat Prescriptions
- Out of Hours GP service
- Patient Participation Group

When you ring to make an appointment there will be considerably more flexibility in the appointments that are made available to you - if you wish to pre-book an appointment to see a GP later that week it will be much easier under the new system.

You do not have to use the automated booking service—if you prefer to speak to a receptionist you can still call to book your GP appointment anytime during normal opening hours – 8am and 1pm open booking times no longer exist.

There will be a duty doctor each day who will manage the flow of patients who feel they need to see a doctor the same day as an **emergency**. The duty doctor may call you back in the first instance to give telephone advice or you may be asked to come to either the Roebuck or Bedwell surgery

We value your feedback and ideas—please feel free to complete a 'Patient Suggestion Leaflet' and post in the suggestion box in reception.

Cancelling Your Appointment & DNA's

If you cannot keep your appointment, please let us know as soon as possible, either by using our 24hr automated telephone system (routine GP appointments only) or by telephoning the practice. This gives us the chance to make the appointment available to another patient.

Non attendance for appointments is a persistent problem and can severely affect the quality of care and speed of access and choice for our patients. Missed appointments (DNA's) will be regularly monitored by the Practice Manager.

Please note that to cancel a routine GP appointment a minimum of 4 hours is required. To cancel a Nurse or Healthcare Assistant appointment including dressing changes, coil fitting, contraceptive services, health checks, new patient checks, travel vaccinations and chronic disease reviews we require a minimum of 48 hours notice.

Extended Hours Appointments

This service for patients who find it difficult to get to the surgery during normal opening hours, and is for routine GP appointments only.

Appointments can be booked with a GP on :-

Monday evening: Bedwell Medical Centre

Tuesday evening: Roebuck Surgery

Saturday morning: Bedwell Medical Centre

Appointments must be pre-booked, and you can attend either surgery regardless of where you are registered.

Repeat Prescription Requests

Requests for repeat prescriptions are accepted in writing only, Monday to Friday. Please allow a **minimum of two full working days** for your prescription to be processed, checked and signed.

Please note: it is your responsibility to ensure you request your repeat prescription in plenty of time as we cannot process repeats as emergencies.

Postal request must include a stamped addressed envelope. Some pharmacies will collect your prescription from the surgery. Ask at reception for details.

Out of Hours Service

When both the surgeries are closed emergency GP cover is provided by **Herts Urgent Care**. Call the normal surgery number and you will be automatically diverted.

Your details will be taken by a call handler, and passed to a doctor or nurse for assessment of your problem.

You may receive advice, or be asked to attend a Primary Care Centre for a consultation. If it is thought appropriate a visit from a doctor may be organised.

Patient Participation Group

As part of the Patient Led NHS agenda the practice manager, Alexis Walsh, is running a Practice Patient Group for discussion of the services provided by the practice.

We value your views on what is being done in the surgery, and also your suggestions for improving the service given.

The key purposes and aims of the group will be:

- to develop a structure that gains the views of the patients and enables the practice to obtain feedback from the patient population
- agree areas of priority with the group

- collate patient views through a patient survey

- publish the results of the patient survey

- agree an action plan with the patient group

- publicise the actions taken and what has been achieved as a result.

It's not too late to be involved!

We are keen for as wide a variety of patients as possible to join our Patient Participation Group

Please complete the slip below and hand in at reception if you are interested in becoming a member of our Patient Participation Group.

Dr Baxani & Partners Patient Participation Group

I would like to join the Patient Participation Group

Name DOB.....

Address

Postcode Tel

Email

The best way to contact me is: post / telephone / email

Inside Story Headline

This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter

is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find “filler” articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to con-

vert your newsletter to a Web publication. So, when you’re finished writing your newsletter, convert it to a Web site and post it.



Caption describing picture or graphic.

Inside Story Headline

This story can fit 100-150 words.

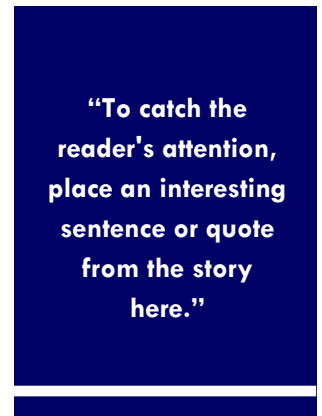
The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed internally, you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial. You can also profile new

employees or top customers or vendors.



Inside Story Headline

This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter.

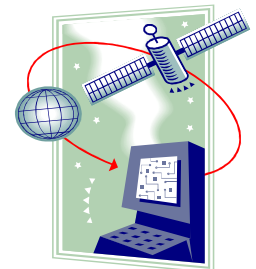
Think about your article and ask yourself if the picture supports or enhances the message you’re trying to convey. Avoid selecting images that appear to be

out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the

caption of the image near the image.



Caption describing picture or graphic.

**Dr Baxani
& Partners**

Primary Business Address
Your Address Line 2
Your Address Line 3
Your Address Line 4

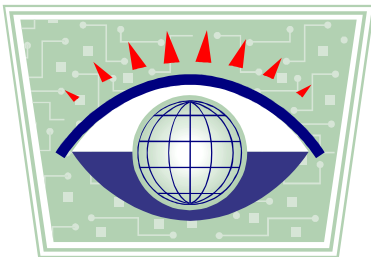
Phone: 555-555-5555
Fax: 555-555-5555
E-mail: someone@example.com

This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.



Your business tag line here.



Caption describing picture or graphic.

Back Page Story Headline

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a

good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity auction.

If space is available, this is a good place to insert a clip art image or some other graphic.
