

HOOK SURGERY NEWSLETTER WINTER 2002

GOODBYE SUE BURGE AND THANK YOU

Sue Burge has left the practice after 31 years. She started part time making tea and typing the odd letter and worked her way up to Practice Manager. She has seen many doctors, reception staff and nurses pass through the practice – and of course many more patients. Her experience and knowledge will be sorely missed.

Sue is now reducing her hours and responsibilities but still working in the health service in a practice nearer to her home in Hampton. She will have more time to spend with her expanding family after the recent arrival of a new grandson.

We wish her well.



WELCOME TO ANGUS MACDONALD

Angus Macdonald joins us as Practice Manager from 1st December. He arrives from the banking world and so brings a fresh mind to the NHS. We hope this will help everything run smoothly at 207 Hook Road and that he will oversee a seamless move to our new surgery in 2004.

Please make an appointment to see him if you have any queries or comments.



Welcome too to Jill Elliott who joins us as typist/receptionist 2 days a week. She comes from the Civil Service to help with the ever-increasing number of letters we need to write.

NEW PREMISES

Many of you will know that we have been looking for new premises for some time. Although there has been a practice here for over 50 years, the building is no longer suitable. It is very difficult for patients with walking problems, in wheelchairs or babies in prams or buggies to enter the building. We wish to provide modern, good quality facilities for our patients and this is increasingly difficult in the cramped space available.

It is very difficult to find suitable buildings to convert into a surgery and we are very fortunate to have the option to move into brand new purpose-built building on the Leatherhead Road. We will be moving into the medical centre with the practice from 270 Hook Road, Dr Kumar and partners, but will go in as separate practices. Some areas such as the waiting room will be shared but the practices will operate separately.

We understand that this may seem a great change to some of you, but we believe the advantages of a new purpose-built building will far outweigh the disadvantages. Fortunately there will be public transport service facilities and parking at the new site.

We will have plans of the new medical centre on view in our surgery. Do please give us your comments on this.



PRESCRIPTION COLLECTION

Many local Chemists now run a service to collect prescriptions from the surgery and prepare medicines for

collection from them. The patient must request this service from their usual chemist who will then make arrangements with us.

Please note that there is a review date at the bottom of the repeat slip on your prescriptions, if this date has been passed you may be asked to attend the surgery for a review before a further prescription is issued. **Remember to give 2 working days to prepare a repeat prescription.**

From **1st January 2003** the surgery will no longer be open on Saturday morning for the collection of prescriptions or to make appointments. You will still be able to access an emergency doctor by telephoning **020 8397 6361** (have a paper and pen handy to write down the contact number)

Repeat prescriptions can be collected:

Monday	8.30 – 7pm
Tuesday	8.30 – 6.30pm
Wednesday	8.30 – 5.30pm
Thursday	8.30 – 4.30pm
Friday	8.30 – 6.30pm

If you send a stamped addressed envelope with your prescription request we will be happy to post your prescription back to you, but please remember to leave enough time for this.



HEALTH VISITOR

We are pleased to say that Mandy Rolph who has been sharing the job as our Health Visitor has now taken over the whole of the job. She works especially with the under 5's supporting new mums and carrying out child health checks. She has a baby clinic at the surgery on Wednesday

afternoons from 2pm – 3.30pm, no appointment needed.

Mandy is available to all the practice population for health promotions and helps people with incontinence problems.

Mandy can be contacted at the surgery on Wednesday afternoons or through **Gosbury Clinic on 020 8397 5737.**



FLU JABS

The flu season is on us again and we recommend flu vaccination to vulnerable people. The vaccination does not prevent all flu but stops 70% of it and if you do get flu you are less likely to end up with pneumonia and a stay in hospital. This is why the Government encourages vaccination.

If you are over 65 years of age, have diabetes, asthma, heart condition or other chronic illness that reduces your ability to fight infections we recommend that you book for a flu vaccination if you have not already done so.



PATIENT PARTICIPATION GROUP

In line with government encouragement we plan to set up a Patient Participation Group in the new year. A number of people have already expressed an interest in taking part following our meeting on 8th November.

A Patient Participation group is what you make it!

- It can be a forum to feed back to the practice suggestions for improvement of the services provided for the patients

- arrange health education meetings on topics of interest of groups of people, such as asthma or prostate disease
- encourage self-help of minor illness
- develop projects to meet the needs of fellow patients, e.g. with transport
- act as representative group to influence the local provision of health and social care
- fund raise for specific items of medical equipment or aids to patients.

It is not meant for complaints – we have a complaints procedure for these. Several surgeries in the area have PPGs up and running already and are willing to give help and advice on how to get established. If you wish to participate or would like further information please speak to Carole Bailey, Sue Russell or Dr Baruch.



CHRISTMAS AND NEW YEAR OPENING HOURS

The surgery will be open normal hours except

Christmas Eve – closing 4.00pm

Christmas Day – closed

Boxing Day - closed

New Year's Eve – closing 4.00pm

New Year's Day – closed



**THE STAFF AT THE SURGERY WISH EVERYBODY
A MERRY CHRISTMAS AND
A HAPPY AND HEALTHY NEW YEAR**

