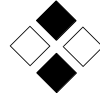


Dr R F Muir, MB BS MRCPsych MRCGP

Dr M Blackman, MB ChB MRCGP DRCOG

Dr D O'Driscoll, MB BCh MRCGP DRCOG

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THE LODGE SURGERY

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Spring 2016 Newsletter

Good Luck Dr Muir!

Dr Robert Muir is retiring from Lodge Surgery after 29 years with effect from 30 June 2016. We wish him a long and happy retirement.

We welcome Dr Tom Heath to the practice who will be taking over his patient list.

Patients Who Do Not Attend

We would like to thank all the patients who have contacted us to cancel appointments that are no longer required. Unfortunately we still have, on average, **130 missed appointments** every month which could have been made available to other patients had we been notified.

Did you know you can ring and cancel your appointment any time of the day or night?

Even when there is no-one here to answer your calls you can leave us a message and we will make sure the appointment is cancelled and made available for another patient. You can also cancel online if you have registered for online service. You can also email us at:

enquiries.lodgesurgery@nhs.net

Cancelled appointments can be filled very quickly so please take a minute to let us know if you are unable to attend. Thank you.

01249 479809



Online Records Access

We now offer patients all of the requirements under the GP contract relating to IT developments and have worked closely with our Clinical System Suppliers to allow patients to access the detailed information from their medical record.

Patient Access to the detailed information from the medical records is now available by application. Patients will need to have an online account set up to access this information.

Patients will also need to complete an application form, either for themselves or for proxy access and return it to the surgery. Photographic ID is required with the application form. The forms can be downloaded from our website and are also available from Reception with printed information leaflets.

Please note that patients can currently request the Summary Record or Detailed Coded Record. The Full Clinical Record service is not yet available.

Repeat Prescriptions

To minimise errors repeat prescriptions cannot be requested over the telephone. Patients can however request them online, by returning the repeat slip, by email or by completing a request form at Reception.



Please note that prescriptions should be ready for collection from the surgery after **48 hours** (excluding weekends). Patients who have prescriptions sent direct to the pharmacy should allow **one week** before collection.

When you have finished reading this, please leave in the waiting room.

ANP Wendy Mant Nurse Manager

We are delighted to welcome Wendy Mant, our new Nurse Manager, to the practice. She is an Advanced Nurse Practitioner and can prescribe and carry out home visits when required.

She will manage our on the day Triage System and our team of Nurses, Health Care Assistants and Phlebotomists.

Going on Holiday?

Don't forget to add travel advice to your list of things to do before going on holiday.



We are able to offer travel advice and all vaccinations with the exception of Yellow Fever. As different countries have ever-changing requirements and recommendations we advise that you make an appointment as early as possible to plan the vaccination programme you need. This appointment should be made with one of our nurses who keep up to date with requirements.

We must have at least **4 weeks' notice** prior to your travel date; otherwise you will need to organise to have these carried out at a travel clinic.

Hayfever

It is sometimes possible to prevent the symptoms of hay fever by taking some basic precautions, such as:

- wearing wraparound sunglasses to stop pollen getting in your eyes when you're outdoors
- taking a shower and changing your clothes after being outdoors to remove the pollen on your body
- staying indoors when the pollen count is high (over 50 grains per cubic metre of air)
- applying a small amount of Vaseline (petroleum gel) to the nasal openings to trap pollen grains

There are many over the counter remedies to ease the symptoms. Our local pharmacists will

SMS Text Messaging

We use text messages to confirm appointments and send appointment reminders. We also use them to keep patients updated about referrals or other paperwork so it is really helpful to have your up to date mobile telephone number. If you haven't already given us your number please do let Reception know so that it is easy for us to contact you when necessary.

“Quiet Word”

If you need to speak to a Receptionist in private – please just ask! We will be very happy to offer you this service.

Booking Appointments Online



Did you book your appointment today online? You can now book blood test appointments with the Phlebotomists as well as routine GP appointments via our online service.

To access this user friendly service you need to register at Reception with proof of identification and you will be given login details.

The online service will offer you a range of available appointments and you can choose times at your convenience. We encourage patients to book appointments online as this reduces queues at Reception and with incoming calls.

Blood Tests

Do you know why we are unable to offer afternoon or evening blood test appointments?



Blood samples, which must be fresh when they reach the path lab, are collected by the hospital courier at 11.30am each day so unfortunately we are unable to offer blood test appointments after this time.