

Bradford on Avon Health Centre Winsley Health Centre St Margaret's Surgery

Newsletter | December 2011 | Edition 21



Partners

Dr Nigel Gough
Dr James Heffer
Dr Janice Patrick
Dr Fiona Tees
Dr Louise Paterson
Dr Andrew Chisnall
Dr Nell Wyatt
Dr Paul Crocker
Dr Ethel Johnson
Dr Kate Parker

Associates

Dr Laura Bond
Dr Sian Langdon

Contact

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Health Centre and
St Margaret's Surgery
Phone: 01225 866611
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Winsley Health Centre
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Extended Hours

Monday evening until
8.00 pm at The Health
Centre and Wednesday
evening until 8.00 pm at
Winsley Surgery

Are you interested in supporting us in delivering and developing patient services?

We are looking for patients from all age groups, social and cultural backgrounds to help us.

We are looking to create an **e-mail group** whereby we can contact members, without the need for people to attend meetings at the practice.

If you are interested in being involved, please contact the surgery during December, using the e-mail address below. Your contribution will be valued.
boamhp.patientvoice@nhs.net

If, however, you do not have access to the internet, please attend one of the regular Patient Participation Group meetings.

The date of the next meeting is Tuesday 7th March 2012 at 7.00pm at The Health Centre, Bradford on Avon.

Saturday flu clinics have been a success

The Practice held flu vaccination clinics on Saturday mornings through October and November 2011. During each Saturday the nurses provided 460 patients with their flu vaccination. In total the practice has given 4,198 flu jabs to patients so far.

We would especially like to thank the volunteers of the Patient Participation Group (the Flu Crew!) for supporting the Practice by guiding patients through their journey while at the flu clinics.

We would also like to thank the Admin staff and the Nursing Team who, on top of working a busy week, gave up their Saturday mornings to become part of the 'Flu Team'.

We are very proud of the service the Flu Team provided and feedback from patients who attended the clinics has been excellent.

We are always looking at ways to improve what we do. If you attended the flu clinics and have any feedback, Michelle Coleman, Patient Services Manager, would love to hear from you.

Finally, if you are in one of the at risk categories but have not yet had your flu vaccination, please contact the Appointments Desk so that an appointment can be arranged for you.

STAFF NEWS

Dr Heidi Leeder

After ten years with St. Margaret's Surgery Dr Heidi Leeder left the practice on 7th November 2011.

Heidi enjoyed her time at St Margaret's and over that decade has built up a very loyal patient following. Heidi was overwhelmed by the response from her long-standing patients and the letters that they have written leave us in no doubt of the affection with which she is held.

During her tenure Heidi set up the coil clinic and built a rapport with both patients and staff that led to exceptional patient feedback scores. Heidi is very appreciative of her patients concern and it has been a privilege for her to share in many of their life-changing events during their care. She believes that they should be in no doubt of the excellent care that they will continue to receive at The Health Centre.

Heidi would like to thank her Patients and the staff for making her time at the surgery such a positive experience. Heidi plans to take some time off with her family to enjoy the rest of 2011 and the build up to Christmas - we wish her every success for the future."

We are sure you will join us in wishing Heidi the very best of

luck and, on behalf of the All Saints Medical Practice, thank her for her considerable contribution to their Practice, and more latterly to our newly merged Partnership.

Dr Sian Langdon

Some of you will know that Dr Sian Langdon has now started her maternity leave. We are pleased to announce that Caitlin Elizabeth Rachel arrived on 19th November – mum and baby are doing well.

Dr Daisy Curling

Dr Daisy Curling (until recently Dr Turner) will be coming back to us to help us with Sian's maternity locum cover. Many of you will remember that Daisy was with us for 6 months as a Registrar a couple of years ago and we're very much looking forward to her being back with us again.

Libby Small

Libby Small, Practice Nurse has retired. Her last working day with the Practice was on Friday 25th November.

Libby has worked at the Practice for many years and during her time here she has been a huge asset to the surgery and the Nursing Team.

We wish her well in her retirement and know for sure that the practice team, and patients, will miss her very much. |

GROW A MOUSTACHE FOR NOVEMBER 'MOVEMBER!'

To support "Men's Health Month" some of our male doctors and dentists have been growing whiskers to raise money for charity specifically to support Prostate Cancer.

If you would like to donate to this worthy cause please see the Receptionists who will be delighted to take any donations.

DID YOU KNOW?

During November 2011 the Practice made 12,956 appointments!

This equates to 540 appointments being booked per day across the four sites (Bradford on Avon Health Centre, St Margaret's, Winsley and St Damian's in Melksham). This means that one appointment is booked every minute!

But did you also know that in October 165 patients failed to attend their appointment some were even made on the same day!

This equates to 27.5 lost hours of doctor/nurse time. |