

KENMORE PATIENTS GROUP NEWSLETTER

MARCH 2008

Staff Changes:

- Mr. Dean Grice has joined the practice as IT Lead & Assistant to the General Manager.
- We have to say goodbye to Dr. Chatterjee and welcome two new Registrars, Dr. Elizabeth Andrew and Dr. Waz Thiryayi.
- Our Nurse Practitioner, Terry Barcion is now in post. Terry, a highly qualified and experienced Nurse Practitioner will be holding morning and afternoon Triage Clinics.

We wish all the new members of staff an enjoyable time at Kenmore.

Appointments: Patients invited to attend special clinics; e.g. asthma/diabetic/flu; but who do not wish to attend such clinics, are requested to notify Reception. NHS Targets require 3 reminder letters to patients who fail to respond or attend. You can prevent wasting NHS resources by letting the practice know you will not be attending in response to the first letter.

73 appointments were missed in January: Please try to inform the surgery in good time if you are unable to attend so that someone else can use your slot - last minute cancellations also mean wasted appointments.

Waiting Times at the surgery: It is not always possible for a Doctor to keep to their time schedule. This can be caused by computer problems, patient emergencies or by a patient wishing to discuss more than one medical problem within the 10 minute slot. If you wish to discuss more than one medical problem you can request a double appointment at the time of booking.

National Data Base of Patients' Records (Second Reminder): As an individual patient you have the right to request that your name is not included in the NHS National Data Base. Time is running out so if you do not wish to be included, you can request a 'decline' form from reception and submit it as soon as possible but at the latest by the end of March. This does not affect the patient records held by Kenmore.

Travel Clinics: Travel Clinics are held weekly, all year round. They quickly get booked up so please plan ahead and book your appointment well in advance of your holiday. Some vaccines have to be ordered and not all are free of charge.

Surgery Closures: Please note that the surgery will be closed from 1.00pm on the afternoons of March 5th and April 2nd 2008 for staff training.

Hand Washing: In view of current viruses, i.e. Norovirus it is essential to wash hands frequently with soap and water, especially before handling or eating food and after visiting the toilet.

Patient Questionnaire: We would like to thank all patients who recently completed a patient questionnaire. The results will be analysed and the information used to identify areas for improvement.

This leaflet has been produced by Kenmore Patients Group. If you have any comments or suggestions about future editions please write to the Chairman; Mr. Andrew Blain c/o Kenmore Medical Centre.