

Everything you wanted to know about... *Appointments*

- Appointments can be booked in advance (up to 4 weeks ahead) or on the day you wish to be seen. We endeavour to offer the doctor of your choice but if they are not available we will offer another doctor. All our doctors have full access to your medical records for the consultation whether you are being seen at the town centre surgery or at Durrington.

- Each doctor's surgery comprises about 17 appointments - about 40% of these are pre-bookable up to a month ahead - the rest are made available the working day before the appointment (2 appts) and then the actual day at 8am.

- On the day appointments can be booked from 8am. Either online, by phoning or coming to the desk at either of our sites. *You may need to attend either of our sites to fulfil the appointment you want.*

- Our commitment is that you will have the opportunity to speak to a doctor on the day even when all our appointments have been taken. Firstly you will be offered a telephone consultation with one of our GPs and when these have been filled you will be added to the duty doctor list.

- Our duty doctor 'triages' ie. phones you sometime during the day (anytime up to 6.30pm) to discuss your problem and then takes appropriate action either with a 'phone consultation, offering a prescription if necessary or asking you to come to Victoria Road to see the GP.

- Remember each appointment is for *one* patient only and for ten minutes. Double appointments are bookable, if necessary.

- Most mornings at 8am we have four members of the team on the phones taking appointments. So that we can make your appointment quickly and accurately you should give us your first name and then surname. If you have an unusual name be prepared to spell it or give us your date of birth - we can then find you on our system.

- If you are phoning on your mobile please try to call us from somewhere quiet. If the signal is bad or there is traffic noise we can spend many more minutes trying to deal with your call.

- Lastly, if you have internet access why not cut out the hassle of making phone calls for GP appointments - just bring some i/d into either of our surgeries and we will sign you up for online booking. At a glance you are able to view available appointments.

Pretty Impressive in Pink



The Victoria Road Surgery turned a pretty shade of pink on Friday 26 October as part of Breast Cancer Action Month

Members of our Reception team - Linda Blaylock (r) with Zara Hunnisett, our Cupcake Queen

Breast cancer remains the most common cancer in the UK. One in eight women in the UK will be diagnosed with breast cancer in their lifetime. More than 48,000 people in the UK are diagnosed each year. One thousand women a month still die from breast cancer - that's 12,000 a year. About 80 men also die every year from breast cancer. The Breast Cancer Campaign wants everyone to be part of the cure and it is a unique community of scientists, supporters and people touched by breast cancer. It aims to be the leading specialist in breast cancer research across the UK and Ireland, making a significant impact on breast cancer for the benefit of patients. It currently supports 99 research projects, worth nearly £17 million in 35 centres of excellence across Great Britain. In its lifetime the charity has awarded over 360 grants with a total value of over £39 million to universities, medical schools and research institutes across the UK and Ireland.

We did our own small bit to help raise funds for this worthy cause on the special 'Wear It Pink' day on Friday 26 October. Many of our doctors and Reception team both at Victoria Road and Durrington Health Centre were resplendent in pink woollies, pink blouses, pink skirts, pink shirts and pink ties and even, it was rumoured, pink underpinnings!

Pink cupcakes, pink wafers, pink party rings and pink lemonade were produced and consumed and a collection raised £85 at Victoria Road and over £40 at Durrington, with the help of our colleagues at Mayflower Surgery. If you would like to find out more about Breast Cancer Campaign, visit: www.breastcancercampaign.org

Whether you are reading this before or after Christmas we wish you a good 2013. Over the Christmas & New Year period our opening hours are, as usual, 8am - 6pm (Durrington closed 1-2pm) each weekday & phone lines are open until 6.30pm. We are closed on Christmas Day, Boxing Day & New Year's Day when you can call 0300 130 1313 or NHS Direct 0845 46 47 for help & advice.



Jane de Jong
Practice Manager

Well here comes Christmas again! I simply cannot believe that another year has passed us by. Hopefully if you are eligible you will by now have had your flu jab. The uptake this year was certainly faster off the mark and we immunised many of you before the end of October. Thank you to all of you that participated in this year's patient survey. The results of this will be available very soon and we will of course publish them on our website and make them available to you all in the waiting room. The outcome from this survey will be discussed at our next Patient Participation Group Meeting which is to be held on Wednesday 23 January 2013.

We are all hoping for a peaceful Christmas here because January 2013 will bring with it one of our biggest projects yet; we will be changing our computer system. Currently all of your medical records are held on a database provided by a Company called EMIS. From January we will be migrating to EMIS WEB. This modern clinical system combines the latest advancements in technology with the very best of EMIS. EMIS Web will provide a clearer and more rapid view of patient's records. Records will be colour coded and have split screen views to help our clinical team find the information they need quickly.

EMIS Web is hosted to NHS Connecting for Health (CFH) standards, which means it meets the most stringent security and service levels.

The date for our change is 16 January 2013. Throughout that day, we will be reducing the amount of patients that we book to allow us more time to familiarise with the system as it runs live. We very much hope that there will be no disruption to services at all, but it may be that we all grow a few more grey hairs during the build-up to this day and for a few days after. Rest assured any patient that needs to be seen on that day will be but we thank you in advance for your patience with us should we be a little slower in delivering our service.

It just leaves me to wish you all a very HEALTHY & HAPPY NEW YEAR.

Our Children's Daily Drop-in Clinic proves to be a success

For children aged 16 years & under we run a weekday drop-in clinic at Victoria Road 3pm - 4.30pm.



The advantages of the clinic are:

- You can call into the surgery before or after the school run.
- You don't need to phone first, so if when you collect your child the teacher or carer tells you your offspring has been unwell you can bring them straight around to us at Victoria Road for the doctor to see them.
- No appointment is necessary.

We endeavour to see your child as soon as we can and we will do our best not to keep you sitting too long.

IMPORTANTLY we are hoping that if you chose to attend A & E in the past, if appropriate, you will instead bring your child to our drop-in clinic.

Our girl in the Marathon

We think they must breed those girls from the Welsh valleys tough - especially if they are all like our own **Danni Braz** from Swansea, and a member of our admin team responsible for ensuring your details are registered correctly on our system. Danni is training hard for the Brighton Marathon that takes place on 14 April 2013 and starts at Preston Park and then takes in the city centre, including the iconic Brighton Pavilion. En route, runners will get panoramic views of the English Channel and glorious glimpses of the South Downs. We will follow her progress in VR and if you would like to sponsor her she is running for Cancer Research UK - just ask at either of our Reception desks for more details or visit www.justgiving.co.uk/danni-braz



All systems are Go!

Along with over 50% of GP practices in the UK the Victoria Road Surgery operates the Egton Medical Information Systems (EMIS) computer system which holds all our patients' medical records.

On 16 January 2013 we will be

upgrading our EMIS LV system to EMIS Web and this will improve the efficiency of the Surgery.

Our GPs and staff have been fully trained on EMIS Web as they had the opportunity to use the operating system beside the present one over the past few months which should ensure a smooth transition - however it is a major undertaking and we ask for your patience during this week whilst we GO LIVE!



Phoning the Victoria Road Surgery

We will always answer your call as quickly as we can. Here are our numbers to phone:

01903 230656

Victoria Road main surgery

01903 843855

Durrington branch surgery

Both these numbers open at 8am each weekday morning.

For routine enquiries & test results we ask that you phone after 11am.

At the request of many of our patients we do NOT employ a telephone system that asks you to select a number and then keeps you waiting on the line (sometimes with musical accompaniment or recorded messages!) whilst all the time you are paying for the call. If your call isn't answered we may be busy with other callers and we will be with you as soon as we can, if the line is engaged please phone back in a couple of minutes.

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