



## G.P. CENTRE NEWSLETTER JANUARY 2012



### Surgery News:

#### **Staff movements:**

We would like to welcome Dr En Min Choi who has joined the Dr Brennan/Dr Scott Practice.

We say goodbye to Dr Grace Okoli, GP Registrar to Dr Longley and Dr Jolley. Dr Okoli has completed her GP Training and we wish her all the best for the future.

We would like to welcome two new members of staff to the reception team, Jessica Keen, and Kathy Shaw.

We say a fond farewell to our Senior Receptionist Tina, who has provided dedicated and valuable support to the doctors and patients for over 20 years. Tina is retiring but we hope to tempt her back to help us from time to time!



#### Patient Information

#### **Frequently asked questions and queries:**

(Q) Could the GP Centre provide a phlebotomy (blood tests) service?

(A) Unfortunately we are unable to provide a phlebotomy service at the GP Centre. The Surgery does not have the prerequisite additional consulting facility (to meet EU regulations) to meet the service specification required. The cost of making this considerable investment in our premises is prohibitive. Even if the Doctors were able to fund the infrastructure and the staff required; the payment to the Practice(s) for providing the service would be inadequate to cover the costs incurred.

We continue to explore possibilities and ways of improving the current service available for our patients and we are working closely with the Southwest NHS Trust and the NCG/Sutton Consortium Group to this end.



(Q) Why can't I bring my mobility scooter into the GP Centre?

(A) Please note large mobility scooters are not allowed in the premises because of their size; they can obstruct other patients getting to their appointments and in the event of an emergency obstruct the emergency services and evacuation process.

We can accommodate wheelchairs and can provide assistance for wheelchair users. Please ask at reception.



... Notice Boards!

You may have noticed the waiting room and patient lobby have had a re-vamp with new notice boards, which have been allocated specific headings. We hope that this will make accessing patient, health and community information easier for our patients. We will be working over the next month or so to complete the revamp of all information and materials.



**FREE NHS Health Checks – Helping you to prevent heart disease, stroke, diabetes and kidney disease.**

Everyone is at risk of developing heart disease, stroke, type 2 diabetes and kidney disease and developing one of these conditions could increase your risk of developing another in the future. – The good news is that these conditions can often be prevented.

If you are aged **between 40 and 74 and do not suffer with a medical condition** talk to one of our reception team about an appointment with our Health Care Assistant for a routine health check, to assess your risk of developing these conditions within the next ten years.



#### **G.P. CENTRE PATIENT SURVEY**

In collaboration with the G P Centre Patient Reference Group there will shortly be available on the website and information posted in the waiting room a short survey for patients to complete on 'Communication methods'. We would very much appreciate your feedback.

The results will be published by the end of March and in the Spring edition of the newsletter.

Don't forget if you would like to be contacted from time to time as part of the patient reference group, please ask for a contact form or download a form from our website.

[www.gpcentre.co.uk](http://www.gpcentre.co.uk)

