

SURGERY NEWSLETTER

September 2012

Volume 6, Issue 2

SATURDAY FLU CLINICS 2012

Dates to be
announced soon.

**The Elizabeth
Courtauld Surgery**
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Surgery Hours
8.30am - 6.30pm
(Monday, Thursday &
Friday)
8.30am - 8.00pm
(Tuesday & Wednesday)

FIGHT THE FLU

The flu vaccination season will soon be upon us. Our target this year is to make sure that more of our patients than ever before have been immunised against Flu.

3,600 patients in Halstead are at risk of having their health seriously compromised if they come down with flu.

That is why advise vaccinations for everyone who is:

- Over the age of 65
- Aged six months or over who has lung disease (such

as asthma), heart disease, kidney disease, liver disease, diabetes or lowered immunity

- Living in a residential or nursing home
- Caring for those at risk of flu complications

Remember, it's still possible to catch heavy colds after vaccination, as the flu jab only protects people from the flu virus, not other viruses.

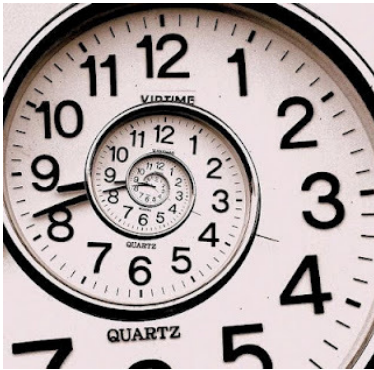
The virus can cause infections all year round, but it's most

common in the winter. Anyone can get flu and the more close contact a person has with people who have the virus, the more likely they are to get it.



Man Flu—27 times worse than Ordinary or "Lady" Flu

Our flu clinics start in Mid October. We will be holding open sessions on Saturdays in October and November. After last year's experiment, we are giving out appointments for these sessions. You will be given a time between 09:15 – 11:00 where a GP will be happy to see you. Please keep to your timed slot as this will minimise congestion in the car park. Dates to be advertised soon.



Timed call backs will be introduced from September where possible

APPOINTMENTS UPDATE

After a number of complaints about the old appointment system, the surgery took the step of bringing in a telephone call back appointment system. Based on a scheme which has brought improvements to a number of surgeries in the country, our new system has been operating since 14th May 2012.

The new system has had some problems since its introduction. The major difficulty

we have had is that we have been one doctor short since Dr Newhouse's illness. This has put pressure on the other GPs and reduced the number of available appointments. We are now using locum GPs like Dr Paywandi and Dr Arora as well as an extra day a week from Dr Davey to cover for Dr Newhouse.

One common problem has been that patients find it difficult to be available to take

the call. This can be due to work commitments, not knowing when the call back will be, lack of phone signal or privacy concerns.

In an attempt to get round this, from 1st September 2012 we will be agreeing a call back time range with patients when taking their request. The doctors will then try to call you back in a half hour time "window"

FOOT FACT

There are more sweat glands (250,000) in the feet per square inch than anywhere else in the body.



DOCTOR NEWS

SICKNESS

Dr Newhouse has told us that she will not be well enough to work for about 6 months. We all wish her well for a speedy recovery and look forward to her return next Spring.

GAMES MAKER

Dr Spencer has volunteered to work at the Paralympics as Games Maker. He will be on medical duties in Greenwich Park. The volunteers have been a major part in the success of the Olympics and we are sure that Dr Spencer will enjoy himself looking after the world's finest Paralympic athletes. You may even see him on television if you are lucky.

NEW TRAINEE GP

Dr Prasad and Dr. Kreis-

Alsayed have now qualified as Associate Trainees. This allows them to train new GPs. We are pleased to say that Dr Geetu Khalsa (below) has joined the surgery as our first GP trainee.



She will be seeing patients and will be working closely with Drs Prasad and Kreis-Alsayed.

Dr Khalsa has been working at Broomfield Hospital for 2 years in all major

medical and surgical specialties followed by 6 month placements each in obstetrics and gynaecology. She is looking forward to serving to the community in Halstead and has made a good impression in her first few weeks. She is a keen yoga practitioner.

DR MARKHAM

You may have noticed that Dr Markham has moved his room. He is now working from a newly converted room along the corridor from the multi-purpose room where we hold flu and diabetic eye screening clinics. If you are waiting for him in the waiting room, be prepared to see him call you from the reception counter end of the room.

REPEAT PRESCRIPTIONS

The request line is now open 24 hours a day, 7 days a week.

Call 01787 479 889 and leave your message.

You can also order online from our website

www.elizabethcourtauld.gpsurgery.net