

# Whittington Moor Surgery

Spring 2015

During opening hours telephone 01246 456938. Out Of Hours call 111  
Reception is open 8.00am until 6:30pm Monday to Friday except on Bank  
Holidays and on training days.

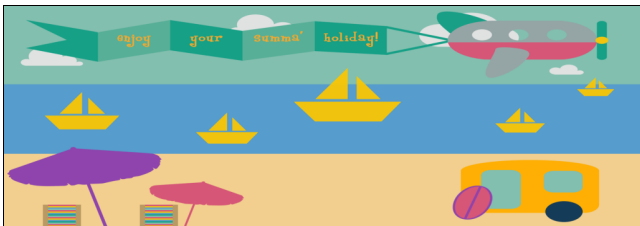


**OUR PRACTICE STAFF ARE HERE TO HELP.**

**OUR AIM IS TO BE AS POLITE AND HELPFUL AS POSSIBLE TO ALL PATIENTS.**

**IF YOU CONSIDER THAT YOU HAVE BEEN TREATED UNFAIRLY OR INAPPROPRIATELY  
PLEASE ASK THE RECEPTION STAFF TO CONTACT THE PRACTICE MANAGER WHO WILL BE  
HAPPY TO ADDRESS YOUR CONCERNS.**

**HOWEVER , SHOUTING AND SWEARING AT PRACTICE STAFF WILL NOT BE TOLERATED  
UNDER ANY CIRCUMSTANCES AND PATIENTS WHO ARE ABUSIVE MAY BE REMOVED FROM  
THE PRACTICE LIST.**



## Your Holiday Check List

1. Passport [X]
2. Tickets [X]
3. Sun cream [X]
4. Money [X]
5. Clothes [X]
6. Medication [?] .....

Please **REMEMBER** if going on  
holiday to order your Medication  
at least 2 weeks before you go.

**SORRY WE'RE FULL FOR TODAY!**

## Lost Appointments in the last 3 months

Doctors Appointments Wasted - 188

Approximate Time - 38 hours 25 minutes

Nurses Appointments Wasted - 195

Approximate Time - 50 hours 25 minutes

Phlebotomist Appointments Wasted - 64

Approximate Time - 12 hours 5 minutes

**PLEASE REMEMBER TO CANCEL ANY  
UNWANTED APPOINTMENT SO THEY  
MAY BE USED BY ANOTHER PATIENT.**

We will be closed for staff training from 1:30pm on the following Wednesday  
afternoons: 15.04.15, 13.05.15, 10.06.2015, 08.07.2015

## Do you need to see the Doctor

*The GP often isn't the best person to see*

*We are lucky to have a range of people in our team who are here to help .....*

*Please ask at Reception if you would like to see any of our team—You do NOT need to see a GP first*

**Health Visitors** - Are nurses who are specialised in the health of pre school age children

Feeding , Sleeping , Head Lice , Colic , Nappy Rash , Behaviour Concerns , Constipation

**Practice Nurses** - Deal with many issues including Ear Wax, Travel Advice and Injections, Contraception

**District Nurses** - Dressings for Leg Ulcers

**Councillor** - Depression, Panic Attacks

**Citizen's Advice Bureau** - Housing, Benefit Concerns , Debt etc.

**Midwives** - are experts in helping ladies in pregnancy and until baby is 10 days old

### Live Life Better Derbyshire

We are now offering a service which is set up to support individuals to make positive lifestyle changes to improve their health and wellbeing.

Some of the issues covered are:-

- Weight Management (Waist Wise)
- Health Referral Physical Activity

If you feel you may benefit from any of the services and are aged 16 years and over, a GP or nurse can make a referral for you.



**Hello to New Staff—We have a New Salaried GP joining us in April - Dr Rachel Monk**

**New Registrars— Dr Alicen Caldwell who is with us for the next month.**

**Dr Louise Bellingham will start with us in April.**



**TO EVERYONE WHO HAS BOUGHT OR DONATED BOOKS**

With the money raised we have purchased a Paediatric Oximeter—this measures the oxygen in the blood for children.

We have also purchased a label printer which we use for labelling the samples we send to the laboratory.

Please continue to donate your unwanted books to us via the reception desk.

If you have any ideas regarding purchases, please let us reception know.

**Patient Participation Group (PPG)** Chairman: Sybil Waplington Secretary: Debbie Rutter

The next meeting is at the surgery on 01.06.2015 at 6.30pm. Many thanks to Tony Cox and

Hilary Hicklin our previous Chairman and Secretary for their help and support.

The minutes of previous meetings are available on our website:

[www.whittingtonmoorsurgery.co.uk/ppg.htm](http://www.whittingtonmoorsurgery.co.uk/ppg.htm). For more information please look there or on noticeboards in the surgery.