



ESTOVER SURGERY

Telephone: 01752 789030
Email: estover.surgery@nhs.net

Winter 2009

Practice Manager: Samantha
Richards

PRACTICE QUESTIONNAIRE

Thank you to those of you who have recently completed a questionnaire on how well you feel the surgery is running, we have received very positive feedback.

However, based on the results it would seem not everybody is aware of our late evening clinic on a Wednesday for easier access to a Doctor. Doctor running late was mentioned, to help improve in this area it would be helpful if you could inform reception when making the appointment that you require a double appointment. This would then give Doctor enough time for your consultation and not run late for the rest of the patients waiting to be seen. Appointments are available to book in advance, a handful of appointments are kept to book on the day to allow for any acute illness/problems that may have occurred during the night. A surgery website has been mentioned in order to be able to request repeat prescriptions. The surgery is looking into setting up a web page, in the meantime you are able to order repeat prescriptions via our surgery email, address at the top of the newsletter.

ASSESSMENT VISITS

From time to time the surgery has an assessment visit from NHS Plymouth. During these visits it may be necessary for some medical records to be viewed. If you do not wish your medical records to be viewed would you please inform reception.

STAFF TRAINING

A REMINDER TO EVERYONE THAT WE ARE CLOSED FROM 1pm ON THURSDAY 18TH MARCH 2010 FOR STAFF TRAINING.

COLD SEASON AGAIN!!!

Just a reminder to you all cold season is once again upon us.

Wrap up warm, wear your hats, scarves and gloves.

If you are unfortunate enough to catch a cold please remember antibiotics do not work. Have plenty of rest where possible and drink plenty of water.



ARE YOU AGED BETWEEN 15—25 YEARS?

If you are aged between 15 and 25 years you are entitled to a free and confidential Chlamydia test.

Chlamydia is a sexually transmitted infection or STI for short and may not show any symptoms. 1 in 10 of under 25's have tested positive to Chlamydia.

The use of condoms can prevent STI's.

The test in question is available from the entrance lobby of the surgery, you take the sample yourself and return it to surgery with the completed form.

It is recommended to have the test repeated on a yearly basis.

MEDICAL STUDENTS

From time to time the surgery will have medical students in attendance for training. You will be advised when making your appointment if a student will be present. You do not have to have the student present during your consultation if you so wish, just mention to reception when booking the appointment and they will inform the student.



YOUR DETAILS

Have you recently moved or changed your contact number? If so please remember to let us know so we can keep your records up to date.



SUGGESTIONS & COMPLAINTS

We are always grateful for any suggestions on how to improve our services and we also have a complaint system should you not be happy about something.

There is a suggestion box by reception for you to place any ideas or you can write or arrange to see our Practice Manager, Sam Richards and discuss the suggestion with her who will be happy to listen/help.

If you are dissatisfied with a service again our Practice Manger is here to help, there is also a complaints leaflet available at reception.

