

Summer Newsletter



Burvill House Surgery

Newsletter

July 2019

Burvill House Surgery will be providing a newsletter twice a year to keep patients updated about changes in the surgery following a recommendation by the Patient Participation Group.

Copies of the newsletter will also be available to view on our website:
www.burvillhousesurgery.org.uk

Burvill House Surgery
 52/54 Dellfield Road
 Hatfield
 Herts
 AL10 8HP

Tel: 01707 269091
 Fax: 01707 282732

Opening Hours
 Monday-Friday:
 8:30am-6:30pm.

Extended Hours
 Alternate Tuesdays:
 6:30pm- 8pm.

Alternate Saturdays:
 8:30am-12pm.

If you are interested in becoming a member of the Patient Participation Group please let reception know or send an email to the surgery at burvill.general@nhs.net You can participate at meetings or by email.

Parking

When attending the surgery please use the surrounding public car parks. The parking wardens have been vigilant and will ticket and even clamp cars especially if they are parked on the verge. Please help us to maintain a safe service for our patients by not using our car park for turning or dropping off patients unless they suffer a significant disability. Please don't obstruct our entrance as we must sometimes enter and exit urgently for home visits. We also must maintain access for ambulances which we call to emergencies in the practice several times a week. Please also be respectful of the residents in Dellfield Road and please do not block driveways.

Many thanks for your co-operation.

Staff Update

We have several new staff at the surgery: Dr. Nagham Hanna-Kaskos, Nurse Erica Smith and Mrs Michelle Williams who is our reception supervisor.

Patient Group

We have started a patient group and would be pleased to have you join our next meeting which is on 17th July at 12.30. If you have sat in the waiting room and wondered why do they do things this way? Or why don't they..why not join this group to help the surgery improve how it works and to communicate information back to the patients. The meeting lasts about an hour and we already have a small team of patients plus the Practice Manager and Deputy Practice Manager attending and we try to bring in some additional staff to help the understanding of what happens in the surgery. We would be pleased to see you.

New Cancel Service - If you Can't Make Your Appointment

Please let us know so that your appointment can be given to another patient. With the new text message reminder service you will get a text the day before your appointment, if you can't make your appointment just reply CANCEL to this text message and your appointment will be automatically cancelled at the surgery and made available to another patient. Please don't wait until the last minute because then it will be too late to book in another patient.

When your GP surgery is Closed

If you phone your GP surgery outside normal surgery hours, a recorded message will tell you who to contact. Alternatively you can call NHS 111 if you urgently need medical help or advice but its not a life threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.

If you don't need a GP

There are times when you really don't need a GP and the local pharmacist may be able to give you the help you need, so you won't have to spend time waiting for an appointment. Pharmacists are highly trained and can often save you time and trouble of making a GP appointment. And if it is something that the pharmacists think needs a doctor, they will certainly tell you.

SMS Text Appointment Reminder Service

Please provide us with your mobile phone number when you are next in the surgery so that you can benefit from our text reminder service for appointments.

Why is the doctor running late?

Sometimes GPs run late and your appointment will not be at the time it was booked. We apologise for this and are grateful for your patience. We would ask you to consider the following points:

Within a ten minute consultation your doctor might have to:

- Call you from the waiting room
- Listen to your problem, ask supplementary questions
- Look up blood results, previous consultations or clinic letters
- Examine you, test your urine, take swab samples
- Discuss diagnoses and options for treatment or further action
- Produce a prescription, print information leaflets
- Explain medications; how and when to take, side effects etc

After you have left the room they may then have to:

- Record the consultation or Produce a form to send a sample to the lab
- Or Dictate a letter as well as Tidy the examination couch

Some things take longer for example:

- Using an interpreter or Certain examinations
- Having to send a patient to hospital there and then (following a discussion with a hospital specialist, printing records and writing an accompanying letter)

How to help your doctor

Please mention all your problems at the beginning of the consultation so that you can decide together what to deal with today. Do not be surprised if your doctor asks you to come back another day to discuss other issues. Please do not ask for prescriptions for family members, please order these in the usual way and if you know that your consultation will need more time please consider booking more than one appointment.

Thank you