

# Burvill House Surgery

## Newsletter

September 2016



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](http://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.  
 Thursdays 8.15am.

### Extended Hours

Alternate Tuesdays and  
 Thursdays:  
 8:30am- 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 on [burvill.general@nhs.net](mailto:burvill.general@nhs.net) You can participate at meetings or by email.

## Future of Colney Heath Surgery

We are currently considering the future of Colney Heath Surgery. As part of this process we must make patients aware of this and seek their views on any change to the provision of care at Colney Heath. Please see Reception for further details. (Consultation period ends 5th Oct).

## Staff Update

Dr Restell has reduced her commitment in the practice from 8 to 6 sessions a week and will reduce still further to 4 sessions in the near future. This means that she will not be able to see all of her regular patients as often as previously. We would be grateful if Dr Restell's patients would book with one of the other doctors if they are unable to get an appointment at their preferred time. At present Dr Restell's sessions are being replaced by locums, most of whom have previously worked with us at Burvill House and may well be known to you.

## New website

**Please visit our updated website [www.burvillhousesurgery.co.uk](http://www.burvillhousesurgery.co.uk).**

New patients can now register online before bringing in your identity documents, you can also complete the travel questionnaire online plus order repeat prescriptions.

## Flu Vaccines

**Flu vaccinations are now available.**

Eligible patients are those whom are:  
 Pregnant, aged 65+, have a serious medical condition, live in a residential or nursing home, a healthcare worker or carer.

Please contact reception to book an appointment.

Flu is a highly infectious and very common viral illness spread by coughs and sneezes, especially common in winter. It has a variety of symptoms in different people such as fever, aches, sore throat, headaches and loss of energy and in serious cases can cause death.

## 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
- Produce a form to send a sample to the lab
- Dictate a letter
- Tidy the examination couch

### Some things take longer, for example:

- Using an interpreter
- 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.

If you know that your consultation will need more time please consider booking more than one appointment.

**Thank you.**

**The Burvill House Surgery Doctors**