

Winter Newsletter



Burvill House Surgery

Newsletter

February 2017

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.
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 at burvill.general@nhs.net You can participate at meetings or by email.

Online Services

GP online services allow you to access a range of services including booking/cancelling appointments, renew or order repeat prescriptions and view parts of your GP health record including information about medication, allergies, vaccinations, previous illnesses and test results. Please see reception to register for an online account. Online services can be accessed via our website.

Staff Update & New Arrival

We have a new Practice Nurse Caroline Osmond.

Receptionists Mo and Monika left the Practice last year and we have welcomed 3 new receptionists Trish, Jude and Louise.

One of our Receptionists Leanne had a beautiful baby boy Cian last September, mother and baby are doing well.

Waiting Rooms

You will have noticed that our waiting rooms are very small considering the number of clinicians we have working at the surgery. If you have an appointment please try to come alone or with only 1 person if you need support or a translator. Sometimes patients arrive with their whole family taking up valuable seating space which we need available for other patients. Please leave your buggies between the automatic doors if possible due to the lack of space and fire regulations. If you must bring them in because the child is too sick to move or suffers a disability then please clean your wheels before entering the building with a buggy or wheel-chair. Our reception staff will supply detergent wipes if you do not have any suitable materials to do so.

Parking

We are sorry that the council decided to re-paint the double yellow lines in Dellfield Road despite our requests not to do so. 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. Thank you for your co-operation.

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