

St Margaret's NEWS

December 2016



Monday 26th December **CLOSED**
Tuesday 27th December **CLOSED**
Monday 2nd January **CLOSED**

Usual opening hours on all other days

REFERRALS



With regard to the referral system we would like to bring to your attention how the process works: When you see your GP and he/she advises that they will refer on through the NHS, please be aware that not all doctors do this during your consultation but at the end of their surgeries. This is then sent to our secretary who types **ALL** of the doctors referrals within a 2 week timescale. The majority of our referrals are now sent as a 'Choose & Book' referral as we are finding that this is proving to be a more robust and timely service. You will receive a text advising you that your paperwork is available for collection and to arrange the appointment yourself. Where it is not appropriate to send a text, we will post documents to you.

The paperwork provides a unique reference number & password which you will need to manage your booking. Some appointments may be available at the time of referral and our secretary will make this appointment, so please make sure you collect paperwork ASAP. Please note that we are unable to send this information via email or give it over the telephone.

In September we prescribed 11,270 items at our surgery at a cost of £103,274.95



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Community Navigator Service launched to assist Solihull's elderly:

This service is to support older patients to retain their independence in their own home, help prevent accidents and improve their health and wellbeing.. Our Care Navigator is Catherine Gulati and she is working with our doctors in identifying patients that they feel would benefit from this service. If you or someone you know from our practice feels that this service would benefit you/them, please get in touch.



November DNAs
24 Doctors' Appointments
19 Nurses' Appointments
missed

24 missed doctors' appointments equates to 1 whole day of appointments for one of our doctors

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

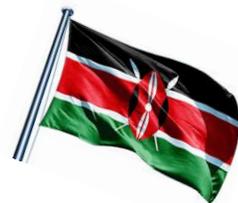
CANCEL IT!



Please continue to pass on your mobile phone numbers. This year we have been sending messages to patients who have signed up for this service providing information of our clinics. You will receive confirmation of any booked appointments and then receive a reminder the day before. We are hoping that this will reduce the amount of missed appointments that we have at our practice. We are currently looking at how best to deal with the level of missed appointments that occur.



We are very proud that our Practice Nurse Judie has just come back from 2 weeks in Kenya. She was part of a group of 40 volunteers with Camps International. While there they saw 400 people a day with varying ailments in very rural locations where access to medical care and transport is limited. The daily free healthcare clinics included treatment by dentists (free fillings and extractions were available) and opticians. They provided health education, female health screening and family planning. Well done Judie....



If you have not yet had your flu vaccination please book an appointment as soon as possible

