



Elm Hayes Surgery Patient Newsletter August 2016

Opening Hours
Mon – Fri 8am – 6.30pm

Extended Opening Hours
Our extended opening hours are offered on Monday evenings from 6.30pm – 7.30pm and some Saturday morning appointments are available.

In addition to extended hours GP appointments, with effect from October 2016 we are pleased to be able to offer nurse appointments for dressings, smears, blood pressure, diabetes, asthma and copd checks for those patients who find it difficult to attend during the normal working day.

**Out of Hours Emergency
Telephone Number**

111

Surgery Closure - We are closed for staff training from 1pm on the following afternoons:-

**Thursday 15th September 2016
Tuesday 15th November 2016**

During these afternoons if you require a GP please call 111

Flu Immunisations



We will shortly be taking bookings for our annual flu clinics. Please remember to book your appointment

if you are:-

Over 65 years of age
Pregnant
Currently undergoing chemotherapy
A registered carer

If you or your child have one of the following conditions:-

Diabetes
Asthma – and are on more than one inhaler
COPD
Heart conditions such as heart failure or coronary heart disease
Stroke
Asthma – and are on more than 1 inhaler
Neurological conditions eg MS Parkinsons Disease, Immunosuppressed
Take Methotrexate

Clinics will be held on
Saturday mornings
To ensure the smooth running of our clinic please adhere to your appointment time

We will also be offering some appointments the afternoons.



New Doctor

We are very pleased to announce that Dr Rebecca Honeyman who has been working with us as a GP Locum over the summer will be joining the team on a permanent basis in October. Dr Honeyman has been working in and around the Bath area since she qualified in January 2016 and will be with us on Monday, Tuesday and Thursdays.

Staff News

Amie Redwood our Assistant Practitioner has now started her maternity leave, Amie and her husband are expecting the arrival of their baby in early September.

Katrina Baker will be coming back to work following her maternity leave in November. Katrina will be working 2 afternoons each week and will be providing a late evening treatment room clinic. This will mean that we are able to offer appointments for things like dressings, travel imms, blood pressure checks and smears on Monday evenings until 7.30pm.

Moira Lai has now left us to enjoy her retirement. Moira was very touched by all of the gifts, cards and good wishes that she received from patients and would like us to pass on her thanks for all of these kind gestures. Moira will be spending more time with her family and dividing her time between her home in this area and her caravan in Cornwall.

New Nurses, we welcome Claire Mclachlan and Karen Hunt to our nursing team. Claire joins us as a Healthcare Assistant and has many years of experience working on the Wards in the Royal United Hospital. Karen is an experienced Practice Nurse previously working in Bristol practices and she joins the team after recently moving to Paulton.

24/7 Appointment Booking and Prescription Requests

Did you know you can book or cancel appointments 24/7 using our automated telephone system? Please press Option 1 and follow the instructions

You can also sign up to use our online services to request prescriptions, book or cancel appointments on the internet. Please ask at Reception for details.

Cancelling Appointments

During the summer we were slightly short of appointments due to GP sickness. We are pleased to say that we are now back at full capacity. We would like to thank patients for cancelling any unwanted appointments which has meant that we are able to offer short notice cancellations for appointments that were really needed by other people.

We have noticed a reduction in our DNA (did not attend) rates due to patients being kind enough to let us know if they are unable to attend a previously booked appointment.

Thank you.