



## HELLEDON MEDICAL NEWSLETTER

[The Newsletter of Hellesdon Medical Practice January 2017](#)

**2017**

Welcome to our latest newsletter and Happy New year! In this edition we introduce you to our latest trainee GPs and to our latest partner Dr Lyndsey Baxter.

There is also an article on how to help us during the winter period and make sure you know how to access the appropriate services.

Also we would like to introduce you to our reception team who will be familiar faces to many of you but you may be surprised by the variety of work they do.

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### [NEW FACES](#)

#### **Training Practice**



#### **GP Registrars**

We are fortunate in being a Training Practice which means we may also have GP Registrar doctors with us who are planning to go into General Practice. These appointments are usually for six months but can sometimes be up to a year. We benefit greatly from these doctors' recent hospital experience, so please accept them as one of us.

Joining our team of doctors for 2017 are Dr K Arbid, Dr J Fisher, and Dr M Llewellyn. Dr A Prentice remains with us but regrettably Dr H Peat, s time with us ended this month and we wish her luck in her future career.



Dr Fisher



Dr Arbid



Dr Llewellyn

### **Dr L Baxter**

Last year we said goodbye to Dr K Mathews who was a partner at the surgery for over 30 years and retired from practice in the summer. We welcomed Dr L Baxter as his permanent replacement and many of you will know her already as she has worked here for some time as a trainee before achieving her General Practitioner status.

### **Health Care Assistant**

Joining our team this month is our new Health Care Assistant Alison Neale who will be working with our existing HCA Cheryl.

### **Reception**

The latest addition to our reception team is Claire Cater who replaces Jane who now works in another healthcare sector.

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## **Wasted Appointments**

When a patient fails to attend an appointment that they booked and don't tell us in advance then this appointment is wasted as we have no time to reuse it. These appointments are known as Did Not Attend or DNA.

Very often our staff receive comments about the availability of appointments and whilst we recognise that sometimes, for a number of reasons, appointments with some of our clinicians may have to be booked a little way ahead, this wait could be reduced for some patients if those not wishing to keep their appointments remembered to cancel them.

In December alone, we could of seen an additional 11 patients each working day if patients had of cancelled appointments they did not need.

We appreciate that some of these missed appointments could very well include misunderstandings between patients and our team but even allowing for a couple of these a week, this is still a huge number simply because people forget or do not ring to cancel them when they are not needed.

Please help us manage this situation and save valuable appointment time by contacting us to cancel and or amend your appointment if it is not needed.

Reminders are sent now by SMS text 24 hours before booked appointments. If you have not provided us with your mobile telephone number, please do, so we can send a reminder. Thank you.

Month	Appointments Wasted
October	301
November	190
December	161

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### RECEPTION

You will all know our reception team as the people who answer the phone and book your appointments but behind the scenes they have to deal with much more.

They also deal with phone queries from hospital staff, the coroner's office and undertakers, sales people wanting to supply the surgery, financial queries, pharmacies, care homes and many more.

Ordering and sorting our office supplies, phoning patients with messages from Doctors and advising patients on how to and when to access services.

They manage the complex repeat prescription service producing 100s of prescriptions every day and making sure they are authorised and distributed correctly to pharmacies, individuals and care homes.

Updating patient records and dealing with the increasing amount of electronic communication from all sources which require knowledge of the complicated coding system used by GP surgeries.

From time to time they have to deal with cancelled rotas due to emergencies or illness phoning each patient to explain and help them rebook or deal with the concerns the patients have.

They also help with the administration of our scanning system ensuring the electronic results, letters and queries are distributed to the correct patient and to the correct clinician.

They collect and record payments for non NHS services such as HGV medicals and manage the pharmaceutical reps who need to get appointments with clinicians to keep them up to date with the latest developments in drugs and therapeutics.

It's true to say that for a receptionist no two days are the same and every time they pick up the phone they can never be sure what they will be dealing with next. On top of all this helping patients who are worried, ill, and stressed requires compassion, patience, empathy, tact and resilience.

# Feeling unwell? Choose the right service

**Self care**  
www.nhs.uk  
Headache, sore throat, cold, diarrhoea and vomiting.

**Pharmacy**  
Advice and medicines to help you self-care.

**NHS 111 (24/7)**  
Still unsure, want more help - or it's urgent but not an emergency.

**GP**  
Self care not working or long term conditions like asthma, diabetes.

**Walk-in Centre**  
Rouen Road, Norwich, 7 days a week. For minor illness/injury.

**999/A&E**  
Severe bleeding, breathing problem, chest pain, stroke.