



HeartWood Medical Practice Winter Newsletter 2011

This newsletter is our way of keeping patient's informed of any changes we have to the practice and services as well as any other useful information that we can provide.

Dr Bryant.

As you are aware Dr Bryant has been suffering from problems with her knee for the past two years. It is with regret that Dr Bryant has decided to take early retirement in April 2012.

Below is a letter to you all from Dr Bryant:

25 October 2011
Dear HeartWood Patient,

The last two years have been very difficult for me since the sudden onset of severe arthritis in my left knee. This has led to multiple procedures including a not entirely successful knee replacement. The knee remains painful and problematic. Further revision surgery is likely, but I have been advised to delay this for as long as possible in view of my young age. I have developed symptoms of painful arthritis in other joints including the right knee, wrists and elbows and additional health problems.

I have tried to return to work on several occasions, but have been forced to come to the conclusion that I am unable to return to my previous work. It is with a heavy heart that I will therefore be taking ill-health retirement from HeartWood Medical Practice on 2 April 2012.

It is 6 years since I took on the challenge of developing a new practice and I thought that I would continue to lead HeartWood for many years. Sadly this is not to be. However, I believe that the HeartWood Team is strong and I am confident that they will continue to support you in improving and maintaining your health in a friendly and welcoming atmosphere. I am enormously grateful to Mrs Shani Fairbrother who has been fantastic and I am proud to have chosen Mrs Debbie Dodge, Dr Mark Rooney and Dr Saritha Somarajan to lead the practice into the future. My heart is with HeartWood; I will always be thinking of you.

Yours faithfully,

A handwritten signature in black ink that reads "Gerry Bryant".

Dr Gerry Bryant

Dr Lucy Gaden.

As you may be aware Dr Gaden gave birth to Toby in April. Following her return to work following maternity leave she realised the travelling between Mapperly and Swadlincote was too exhausting whilst looking after a small baby, therefore to our regret Dr Gaden will be leaving the Practice on 2nd December 2011. She has taken a post at her local practice working two days a week; we would like to wish her every success in her future career.

We are currently recruiting a new full time GP to replace Dr Gaden. Also, whilst we are recruiting in November, we have decided to also recruit a part time GP to our team in April following Dr Bryant's retirement.

Touch Screen Check in System.

We have had this system in place for some time now and it does help when the reception team are busy dealing with enquiries. The screen is designed to be user friendly so everyone can use it.

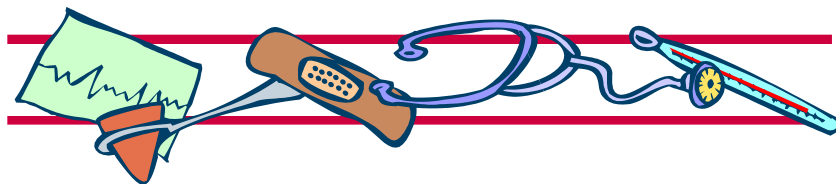
We have noticed recently that patients tend to ignore the screen and wait to book in with the receptionists.

Please can we ask you to use the touch screen to book in for your appointment when possible? This will stop queues building up at reception and sometimes avoid you booking in late for your appointment.

If the receptionist is available he/she will be more than happy to show you how the screen works.

Patient Survey

We are currently asking patients to complete a satisfaction survey, copies of this are available at reception, otherwise why not look at the practice website: www.heartwoodmedicalpractice.co.uk , you can fill in an online practice survey at the foot of the home page.



Accident and Emergency Department

A new campaign is urging people to go to the right place for NHS treatment after figures suggested as many as a quarter of those attending A&E could care for themselves or use alternative treatment. Across England it is estimated that unnecessary A&E attendances are estimated to cost at least £80 million to £100 million a year. Every attendance at A&E in the UK costs a minimum of £59.

Whilst we all pay our taxes we do have to be aware that the NHS, over the next few years will have no money from the Government, however costs will go up as new drugs are found and we all get older and live longer.

It is important that we are all aware of our responsibilities in trying to save costs where we can.

The waiting time in A&E is often hours, whereas here at the Practice you are allocated an appointment time. We are open from 7.30am to 6.30pm in the evening.

Out of hours takes over at 6.30pm, this is situated on the 1st floor of the Health Centre, their telephone number is 08444122239.

Are you aware that you can request a telephone consultation if all same day appointments are taken at the Practice? The duty GP can then bring you in for an appointment if deemed necessary.

Please be aware that A&E should only be used for emergencies and life threatening conditions.

Patient Participation Group.

May we thank all patients who took part in our sponsored walk, made donations and sponsored staff. We raised a magnificent sum of £909, which has enabled us to purchase a portable ECG machine including computer software for the Practice. The total cost of the ECG and software is £1999.14, which has been raised by help from volunteers from our PPG.

This will benefit all patients and is a valuable addition to our equipment at Heartwood.

We will be holding a coffee morning on Monday 19th December between 9am and 12 noon, we will be selling raffle tickets for our Christmas Raffle which will be drawn on the day, holding a book sale and hopefully having a tombola stall, all proceeds will go to the equipment fund.

Your support would be greatly appreciated.

Test Results.

A gentle reminder to all who have any test performed here at the Surgery: **Please** be responsible for finding out the result yourself by ringing Reception **1 week** after the test is done on 01283 818100. We will not normally inform you of the result routinely and it is important you know what's happening with your own health.

Register Office

As from 1st November the register office will be located at:

South Derbyshire Register Office
South Derbyshire District Council
Civic Offices
Civic Way
Swadlincote

DE11 0AH

Telephone 01629 533990

Opening times remain the same, all visitors require an appointment



This is a delicious recipe which is very easy to make:

Weetabix Cake

4 crushed weetabix
8oz soft brown sugar
6oz sultana's
½ pint semi skimmed milk
1 beaten egg
7oz self raising flour
Pinch of salt

Place weetabix, sugar and sultanas in a bowl, add milk and mix thoroughly,
Leave overnight to stand.

Then add:

Beaten egg and flour, mix well.

Lightly grease and flour a loaf tin add mixture and bake gas Mark 2-3 or 150c
(Electric) for approximately 1.5 hours.

When cool serve with butter.



SMS messaging service.

We now automatically send appointment reminders to your mobile phone. It can be a useful *aide memoire* if you have booked your appointment in advance, and will allow us to remind you to come for routine health checks or vaccinations such as 'flu (some of you may have already received a 'flu vaccination reminder on your mobile this year).

This excellent system can only work if we have your mobile phone number on record: please inform reception if you have a mobile phone but aren't sure if we have the number, or if you change your mobile phone number.



County Air Ambulance.

Heartwood continues to support County Air Ambulance for Averil, who has with the help of neighbours and friends donated thousands of pounds to Air Ambulance over a period of several years.

The annual Linton Lights switch on will take place on Saturday 26th November at 5pm.

The "London Underground" quiz was won by Lynn Harvey and £62 was raised for Air Ambulance.

Our current Christmas Quiz is "Cryptic Sweets" and is on sale at reception for £1. This quiz will be drawn on 14th December; the prize will be a luxury Christmas hamper!

Christmas Closing Times.

Heartwood Medical Practice will be closed on the following dates

Friday 23rd December – Close at 4.30pm
Saturday 24th December – Closed all day
Sunday 25th December – Closed all day
Monday 26th December – Closed all day
Tuesday 26th December – Closed all day
Saturday 31st December – Closed all day
Sunday 1st January 2012 – Closed all day
Monday 2nd January 2012 – Closed all day.

Please remember to order repeat prescriptions early for the Christmas and New Year period.

In case of emergencies during this period, please telephone Out of Hours service on:
08444122239

*The HeartWood Team would like to wish you
all a very Merry Christmas and Happy New
Year.*