

WEST MOORS GROUP PRACTICE

AUTUMN 2008 NEWSLETTER



Welcome to West Moors Group Practice Autumn Newsletter
(This letter may also be found on our website www.wmgp.org)

Since writing our last newsletter patients will have seen quite a few changes in the practice.

NEW TV SCREEN

Our new information television screen has been installed and will keep you up to date with events and information as you wait for your appointment. The bottom part of the screen will give you immediate information about the day's surgeries.

NEW HEIGHT/WEIGHT/BLOOD PRESSURE MACHINE

The waiting room at West Moors now has an automated height weight and blood pressure machine for checking your health for yourself. Instead of needing to make an appointment with the nurse for a blood pressure check you can come in at any time that suits you and get it done for yourself. The machine gives you a printout which needs to be given to reception. The nurses/doctors will check these BP's and if there is something needing further attention we will let you know. We hope this will cut

down on the waiting time to see our nurses and health care assistants.

NATIONAL BREAST SCREENING PROGRAMME

From this year the National Breast Screening Programme has lowered the age for screening to 47 from 50. Invitations will automatically be sent out to you. Although the National Programme stops inviting women at the age of 70, you can request to continue beyond this age if you wish. Just leave a message for your doctor and we will pass on the request. More information on breast screening can be found on the National Screening website at <http://www.cancerscreening.nhs.uk/breastscreen/index>

EXTENDED HOURS

Because of the government imposed longer opening hours on Monday evening and Wednesday and Thursday mornings, we have had to increase our security. A video entry system has been installed on the inner front door so that only those invited to appointments at these extended hour times will be able to enter the building. Please note we are not open for any other reason at these times the extended hours are for routine pre-booked appointments only.

NEW TELEPHONE SYSTEM

From the first of October our antiquated telephone exchange, which could not be expanded for any more telephone lines, is being replaced with a complete new digital system and two new phone numbers. There will be an overlap period before the old numbers stop working but please make a note of and start using the new ones in October. West Moors [0844 576 9443](tel:08445769443) and Three Legged Cross [0844 576 9435](tel:08445769435) are the only numbers you will need as

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the system will then give you a number press choice depending whether you need an appointment, have an emergency, need a result etc. There will be more lines so you won't be getting engaged tones so much when we are phoning out as you may at the moment (the lines are presently shared).

0844 numbers are called Lo-call numbers meaning they are charged at the same rate as a BT local rate call. This is 4p per minute plus VAT, from a landline this would not cost you any more but mobile operators, particularly if you're on pay-as-you-go, may well charge you. You should ask your mobile provider why they charge for phone calls to lo-call numbers. We think it is unfair and something that OFCOM should tackle. Doctors are not allowed to make any money from telephone systems despite what you might have read in the press. The system will also be able to move easily with us and expand if we ever have a new surgery.

NEW PREMISES

As we advised previously in our newsletters the practice is looking for new premises. We have been talking with the Trustees at the Memorial Hall who have agreed for us to carry out a feasibility study. This would involve the building of a brand new Memorial Hall and Health Centre for the village with the concept of bringing more services to the centre thus avoiding having to travel to Wimborne/Bournemouth or Poole. We are still at very early stages of meetings and ideas and eventually (probably 2009) we will be able to hold a Public Consultation event to put forward these ideas and obtain village opinion.

WEST MOORS CARERS GROUP

Our Carer's Group is going well and we have had some more new faces over the summer. If you would like to join us then please feel free to come along on the first Wednesday of the

month at The Guide hall in Ashurst Road, West Moors from 10.30 – 12.30pm. This group will be open to all people in West Moors not just our patients. If you would be interested in joining us then please leave your name at Reception or come along on the day.

FLU DAY

Once again its that time of year for flu immunisations. If you are over 65 and fall into the categories of 'at risk' patients then you are entitled to a free flu immunisation.

Our Flu day is being held at St Anthony's Church Hall on Friday 17th October. Please ask at Reception for an appointment and to check whether you are eligible.

PATIENT SURVEY

We will be undertaking our annual Patient Survey during October/November. We appreciate your views and comments on our services and endeavour to improve where we can.

The Practice Manager is always happy to receive comments or suggestions so please write a note if there is something that you would like to put forward.

THANK YOU

Thank you to all our patients who have had to wait for their appointment whilst building work has been going on at West Moors. It is never easy trying to make improvements around the working day so we very much appreciate your patience and understanding.