

# **WEST MOORS GROUP PRACTICE** **SPRING 2008 NEWSLETTER NO 2**



## **Welcome to West Moors Group Practice Spring Newsletter (No 2)**

### **APPOINTMENTS**

To help accommodate all our extra patients, we are now offering longer surgery sessions at Three Legged Cross. If you need to speak to a doctor urgently then you will be passed through to the triage doctor on call at West Moors Group Practice. Please see below for details of Triage.

Our website at [www.wmgp.org.uk](http://www.wmgp.org.uk) will have details of available appointments (subject to registration). Don't forget you can book your appointment through the website as well.

### **TRIAGE**

We have recently introduced a new 'triage' system to try and improve access to the doctors. If you are feeling really unwell and feel you need a same day appointment or a visit, your details will be taken and the doctor will call you back that morning to consult with you by phone and then decide whether they need to see you, book you an appointment later that day or later in the week, or to simply issue a prescription or answer your query.

The Receptionists will book you a routine appointment in advance in just the same way as always. We hope that this will ensure that those patients who need to be seen by a doctor as soon as possible will be seen easily on the same day.

### **DR LADD**

Dr Ladd will be finishing his regular sessions with us at the end of April, these will be replaced by Dr Horner working an extra session in addition to her usual Wednesday and Friday, and as an interim another part time locum doctor will be helping us. However please try and book with your regular doctor if at all possible for all appointments apart from emergencies. It is much easier for the doctor to help you if they already know you.

### **CHOOSE & BOOK**

If your doctor needs to refer you to a consultant at the hospital you already have the choice of attending several hospitals in the area.

This has now been expanded nationwide, meaning that you are at liberty to book an appointment anywhere in the country! However please consider that you may not wish to travel far a field for repeated appointments so please ensure that you can get to your appointment, and any other appointments for tests and follow-up easily. A short waiting time in Bristol for your first appointment will turn very sour when you realise you have to go back to that hospital for more tests. Some patients have found repeated trips just to Dorchester a chore.

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## **NEW SURGERY**

We thought we would let patients know that we are now in the very early stages of seeking a new site for our practice. The current main surgery was never meant to be a doctor's surgery just shops and flats like the rest of the building. The current branch surgery was designed with future residential use in mind. We hope that the local health authority (PCT) will be able to support any plans we have to move to a new building on a new site. This would encompass all the facilities you would expect from a modern health practice including decent parking, easy access, a bright and pleasant environment with a selection of doctors, nurses and other health practitioners. This would also allow a modern phone system with more telephone lines and longer opening hours.

We were making attempts to annex the charity shop next door but the legal complications which have spanned two years have finally become too much and we have finally given up. We would welcome any constructive advice and supportive comments to help us persuade the Health Authority to approve this idea as we need their permission and financial help! If you have any comments please send them through to Sue Richards, Practice Manager who will be putting together a case to present to the Primary Care Trust.

## **WEST MOORS CARERS GROUP**

We are pleased to announce that the Carer's group is now underway and has been well attended by carer's. 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.

## **WEST MOORS NEIGHBOUR CARE**

Alongside the setting up of the carer's group a different incentive has already been given funding to set up a team of volunteer drivers to assist with transport problems in West Moors and Holt. This is not a practice incentive however the Practice Manager has volunteered to be Treasurer for the initial year, with Barry Wye (Parish Councillor) being Chairman & Anne Kort serving as the Secretary.

We have lots of clients waiting to use this service but are still struggling to get volunteer drivers in the West Moors area. If you feel that you could volunteer your services for say one afternoon or morning per week then please complete one of the forms in the waiting room or pass your details through to either Sue Richards (Practice Manager) or Jane Songhurst (Healthcare Assistant).

## **AND FINALLY :-**

We are just about to have our new Television Information System set up in the next couple of weeks. This will detail local services, health information, our future Newsletters and will also give you up to date information regarding the surgeries running that day.