



Drayton & St Faiths Medical Practice

Practice Newsletter Issue 5 March 2009



Welcome to the fifth Drayton & St Faiths Medical Practice Newsletter. We have now received the results of our patient survey, a summary of which are in this newsletter. To receive future copies of our newsletter via email, visit our website www.drayton-stfaiths.co.uk/newsletter

Pharmacy Extension



Building work at Drayton Surgery is about to commence. A new entrance road will be constructed followed by an extension. A new Pharmacy will be opened in the new extension hopefully by the beginning of August 2009.

The new Pharmacy will be called 'Drayton Pharmacy' and will look and operate just like a chemist. Patients will be able to get their medicines dispensed in the Pharmacy as well as purchase over the counter products such as cough and cold remedies and simple pain killers. There will be a wide range of other products available. We believe the new Pharmacy will provide choice for our patients and improve access to pharmaceutical services as the Pharmacy will be open outside of normal surgery hours; early mornings, late evenings and weekends. Dispensing Patients will continue to have their medications dispensed by the Surgery Dispensary.

Unfortunately during the construction phase we will have to change the front entrance of Drayton surgery and block off the current lobby area. We apologise in advance for the inconvenience this may cause but ask you to bear with us while we improve the facilities available for our patients. We plan to refurbish the Reception area during April/May 09 and when the building work is finished we will have new sliding front entrance doors, new toilet facilities, a new reception desk with a wheelchair accessible area and new flooring and lighting.

Drayton Pharmacy will be owned and run by Medsio Ltd. The Partners of Drayton and St Faiths Medical Practice hold shares in Medsio Ltd.



Easter Opening Hours

We will be closed on the following days over Easter

Friday 10th April

Monday 13th April

Controlled Drugs

It is a legal requirement that controlled drugs are not to be dispensed unless the patient is present in the surgery.

This means we are unable to prepare such medication in advance and as a result there will be a waiting time.

We apologise for any inconvenience caused by this delay.

Choose and Book

The majority of patients being referred to hospital to see a specialist will now be referred via the "Choose and Book" system.

This system will let you choose the hospital, date and time of your specialist appointment.

If you are referred via the C&B, we will send you more information explaining what to do next.



New ECG Machines

In January 2009 we were very fortunate to be presented with new ECG machines for Drayton and St Faiths surgeries. The new equipment was bought with a legacy from the late Mr John Woods. Mr Woods's widow, Mrs Doreen Woods, and their son and daughter came to the surgery to see how the equipment worked and were shown how the new machines link up with our computer system so that Doctors can have instant access to the interpreted results. We would like to thank Mrs Woods and her family for this extremely kind gesture.

Survey Results

We have received the results of the 2008 / 2009 Patient Survey. We would like to thank everyone who completed the survey

Overall you have told us that you still receive an excellent level of care, however we need to make more improvements to our telephone and appointment systems in order make your patient experience a wholly satisfactory one.

We shall be using the results of the survey to concentrate on the key areas where we need to improve.

More information about the results of the survey can be found on our website and also from leaflets available at both the Drayton and St Faiths Surgeries.

Registrars

Dr Elizabeth Christie has now finished her placement with us. We wish her all the best in her career. We have been joined by two new registrars, Dr Saman Malik and Dr Pooja Kogod.

Useful Contact Details

Appointments **01603 264600**
Enquiries **01603 867532**
Fax **01603 261497**
Text number **07781 482740**
(for cancelling appointments only)
NHSDirect **0845 46 47**
 www.nhsdirect.co.uk
website: www.drayton-stfaiths.co.uk
e-mail: mail@drayton-stfaiths.co.uk
(for general email enquires to the practice)
appointments@drayton-stfaiths.co.uk
(for cancelling appointments only)
prescriptions@drayton-stfaiths.co.uk
(for ordering repeat prescriptions)

Information for Young Patients



The Patient Participation Group have helped us create a web page for the use of young patients.

It contains links to a number of very useful websites with details of a number of health matters that affect young people today.

To view these pages, use the following address:

www.drayton-stfaiths.co.uk/youngpatients

If there are any other areas you would like to see more information about on our website, please let us know.