



Drayton & St Faiths Medical Practice

Practice Newsletter Issue 10 - April 2011



On the Day Appointments



We have introduced a new system for *on the day appointments*. This system runs at our Drayton Surgery on weekday mornings where patients who need to be seen on the day are offered the opportunity to come to the surgery to join a queue to see one of our medical team (we cannot guarantee who you will be seen by, but you will be seen).

In order to keep waiting times to a minimum patients will be advised when the best time to arrive at the surgery, but there may be a longer than usual wait.

You will still need to ring our appointments number to book a slot, and you may be asked to provide some details of why you need to be seen. This will help in deciding whether a Doctor or Nurse will see you, but you do not have to disclose any information if you choose not to.

We hope that this system will allow us to see many more patients on the day and also free up many more pre-bookable appointments.

If you have any feedback on the new system please do let us know.

Are You a Carer?

Are you a carer, or do you know someone who is a carer?

Carers packs are available at both surgeries. These packs are full of useful information and advice for people who are carers.

Norwich and District Carers Forum provide free confidential advice, information and ongoing support by telephone or face to face meetings.

For more information:

- Tel 01603 219924
- Email: admin@carersforum.org.uk
- Web: www.carersforum.org.uk



Easter Opening Hours

Please be aware of our opening times over the forthcoming Bank holiday weekends..

The surgery will be **CLOSED** on the following days:

Friday 22nd April to

Monday 25th April

and

Friday 29th April to

Monday 2nd May.

We will be offering emergency only appointments on Tuesday 26th, Wednesday 27th and Thursday 28th April.

Repeat prescription requests can be made a week in advance to ensure you have an adequate supply of drugs to cover the holiday period.

During the holiday period we will only be offering emergency appointments.



Staff Changes

Dr Afshan Hasan has finished her time with us as a Registrar and we wish her good luck for the future. We would like to welcome Dr Zeb Butt who will be with us until August as a GP Registrar.

We were sad to see the departure of Judy Fisher, one of our Patient Data Administrators, who did a lot of behind the scenes work. We wish her well in her future endeavours.

Triathlon

Our Practice Manager, Rachel Arkieson, is taking part in a triathlon in May. She is raising money for Arthritis Research UK by swimming 500 metres, cycling 20km and running 5km.



If you would like to donate to this valuable cause there is a sponsorship form at both surgeries and at Drayton Pharmacy, or you can visit:

<http://www.justgiving.com/Rachel-Arkieson>

Thank you.

Rachel.

Drayton First School Art

You might have noticed our new display boards in Drayton's Reception Area. We are delighted to have been asked to provide this space for the children of Drayton First School to display some of the art projects they have been working on this year. We hope you enjoy the colourful spectacle.



Patient Participation Group

The Drayton & St Faiths Medical Practice Patient Participation Group has already been active in



helping the surgery—you may have noticed them helping at the recent 'flu clinics last year.

The PPG is very keen on ensuring all patient views are represented and if you are interested in helping in any way, please contact Rachel Arkieson at the Surgery, or email the PPG direct via email:

patientgroup@drayton-stfaiths.co.uk

Wellbeing Service

Feeling Down? Stressed out? Overwhelmed? Anxious?

One in four people will at some point experience the above feelings and sometimes they can affect our daily life. It is important to recognise early signs that you are not yourself. These are just some of the most common problems that affect thousands of people everyday.

The Wellbeing Service can offer information, guidance, therapy and build plans to working on making changes that will improve your situation. We will support you to make choices that are right for you by:

- Understanding why you feel as you do
- Looking at how these feelings are affecting your behaviour and thoughts
- Learning new ways of coping now and in the future
- Returning to activities you may have stopped or establishing new ones

For more information please visit www.nhswellbeingsservice.org or call **0300 123 1503**

Useful Contact Details

Appointments	01603 264600
Enquiries	01603 867532
Fax	01603 261497
Text number	07781 482740
(for cancelling appointments only)	
NHSdirect	0845 46 47

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)