

NEWSLETTER

The Sixpenny Handley and Chalke Valley Practice

Sixpenny Handley Surgery
Dean Lane, Sixpenny Handley
Salisbury Wiltshire SP5 5PA
Telephone: 01725 552500
Fax: 01725 552029

Doves Meadow Surgery
Broad Chalke
Salisbury Wiltshire SP5 5EL
Telephone: 01722 780282
Fax: 01722 780041

Web Site: www.sixpennydocs.co.uk

The Doctors and staff would like to thank you all for your Christmas gifts and wish you a happy and healthy New Year.

Staff News

This month we welcome Rosemary Mayho and Diane Orman to our reception team. Your understanding through this transitional time is much appreciated. Sadly we say goodbye to Dr Kate Duff-Walker at the beginning of February as she returns to Salisbury District Hospital to continue her training. We all wish her good luck for the future.

Health Matters

Medication Reviews

Medication reviews are a vital part of the care that you receive from us. They do need to be done thoroughly and will normally take the full ten minutes of a standard appointment. Please don't expect that a doctor will be able to discuss any other items of concern with you during this time. If you know you need to discuss other matters please either make a double appointment or book a separate time in which to see the doctor. Thank you for your understanding. When booking an appointment for your Medication Review please check with the Receptionist if you need a blood test prior to this appointment.

A Big Request - Medication Ordering

We have had an unprecedented amount of orders for repeat medication, some of which have not been required and have been returned.

Would you please check your medicine cupboard before ordering to make sure you only order what you actually need. Thank you.

Information

Booking Appointments Online

If you use the internet why not sign up for access to a secure website which will allow you to book an appointment with a doctor up to four weeks ahead. The process is straightforward and the system also allows you to order any repeat medication and answer the Friends and Family Test questionnaire (see below) as well.

It doesn't stop you from booking in all the usual ways it merely adds an additional one. Forms are available at the reception desk. You will be asked to show some form of proof of identity.

How was your experience today?

We would very much like to hear from you about your recent experience at either of our Practice Surgeries. Known as the Friends and Family Test, we have designed a form which asks you to rate your experience by selecting one of six answers. There is then space underneath to add comments if you so wish. We do appreciate that you are often in a hurry to get on with your life outside of the Surgery so it is possible to answer the questionnaire on line as well, details are at the reception desks. If you cannot see the form on the desk, please ask.

The survey will run for the foreseeable future and we are asked to report each month on the number and type of responses received, so please fill in a form as often as you are able up to one per visit.

Useful Telephone Numbers

Sixpenny Handley Dispensary 01725 552589 (12 – 3pm)

District Nurses 01725 552792

Out of Hours 111

Useful web sites

www.sixpennydocs.co.uk The Practice website

www.nhs.uk NHS Choices – a web site for health advice