

NEWSLETTER

The Sixpenny Handley and Chalke Valley Practice

Sixpenny Handley Surgery
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Doves Meadow Surgery
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Staff Changes

We are very sad to be saying goodbye to Judith Craig this month. Over the years Judith has greeted people at the reception desk, discussed holiday plans over the phone with families and back-packers, sorted vaccinations, marshalled hundreds of (un)willing victims through the flu clinics and generally been a tremendous support to the rest of the team. For the next couple of years (or thereabouts) she and her husband will be touring the United Kingdom and probably several other European countries in their sparkling new motor-home – complete with pink fluffy dice!

Many of you by now will have met Katie Duff-Walker, our new registrar. It seems amazing that she has been with us for almost a month already. Dan Henderson has left us now to travel for a short while before returning later in the year to cover for Gill Hawdon when she goes on maternity leave.

Changes to the Buildings

We hope you like the newly upholstered waiting room seating. Living with them on a daily basis it surprised us just how tired the old covering had become. We are aware that there are a few stains on the ceiling as well and we will be doing something about them soon. If there are other items that you feel could be addressed, please let the Practice Manager know. We may or may not be able to do something about it, but being aware of it is the first step. Thank you.

Health Matters

Confidentiality

We are aware that because of the nature of the buildings, when you are talking to the receptionist other people are never far away. If you feel that you need more privacy, please do ask if you can speak to the receptionist in a separate room. It may take a few minutes to arrange because the desk needs to be covered but we will do our best to accommodate you. By the same token if you can see that the person ahead of you is in need of space, please hold back if you can until their particular issue has been resolved.

Smokestop

Regrettably for the time being we are unable to offer a smoke stop service at the surgery. This does not mean that you are unable to access help if you want to give up smoking. Please ask at the reception desk and we will provide you with a number of different options based on which location best suits you.

Friends and Family Test (FFT)

For some time now this "Test" has been running in hospitals and other larger units within the NHS. The idea is to enable anyone to feed back on their experience by answering a single question – "Based on your experience, would you recommend a friend or family member to this unit for care?" You answer by selecting one of six options ranging from "Very Likely" to "Definitely Not". From December this year you will have the opportunity to complete a form here to reflect how you feel we are doing. There will be a space for additional comment if you would like to add something. Just two points to remember, firstly there is no compulsion to complete one and secondly there are no wrong answers!!

Information

Dates for Flu jabs

Saturday mornings in October from 9:30 am until 11:30 am.

4th October Sixpenny Handley
11th October Broad Chalke
18th October Sixpenny Handley
25th October Broad Chalke

CHILDREN'S FLU VACCINE NEW 2014

All children aged 2, 3 and 4 on the 1st September 2014 are eligible for a flu nasal spray (not injection)

We will be running **2** clinics only at Sixpenny Handley Surgery from 2 – 3pm on

Monday 27th October 2014
Monday 3rd November 2014

Please ring the surgery on 01725 552500 or 01722 780282 to make an appointment.