

NEWSLETTER

The Sixpenny Handley and Chalke Valley Practice

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WELCOME

Some of you may already have been introduced to **Dr Holly Owen** who is a fully qualified doctor and is spending a year with us to complete her special training as a GP. Whilst it is a time of training for her we are sure that she will be a great asset to the Practice and I am sure that you will get on well with her.

CARE QUALITY COMMISSION

The Care Quality Commission are coming to inspect our Practice on Thursday 17th September. If you happen to be in the building when they are here and they ask to speak with you, please do take the opportunity to talk to them. They need to find out how you perceive us and we would encourage you to be honest with them. And please remember, they are inspecting us not you so no answer is wrong!

When did you last fill in a Friends and Family Test form?

Did you know that you can fill in a form every time you visit the surgery? Or if a nurse visits you at home you can ask her for a form. We want to know what you think of our service and if there are things which are not so good, please let us know so that we can try and improve.

What do we do with your information?

Have you ever wondered how we use the information you share with us? Briefly we use it in the following ways.

To contact you – Your demographic information. It is clearly important that we are able to contact you in the way that is most appropriate for you. If you feel that there is a better way, please let us know and please tell us if any of your details change.

To look after you – Your health record. Your past health record helps us to know what is normal for you and when things have changed. It also helps us to understand how you want to be cared for, what options are definitely not up for consideration etc.

To inform the Department of Health's future strategy. Be reassured that this use of information is completely devoid of any of your personal details, but knowing that there is an increasing number of people with a particular condition allows the Department of Health to look at ways of meeting that demand.

To assist in research. From time to time we are asked if any of our patients would like to participate in research. There are strict protocols in place to protect your anonymity and the first part of the process is to let you decide if you want to take part. There is no obligation to do so but if you decide to go ahead then you make the arrangements with the research body. Our involvement initially is ask if you would like to be involved. Thereafter we may be involved as part of the process but not always.

This Year's Flu Clinics

Please make a note of the dates, places and times. We hope that we have provided enough choice for you but if you have a problem do let us know.

Sixpenny Handley

Saturday 3rd October 9:30am - 11:30am
Monday 12th October 18.30 – 20.00pm
Saturday 24th October 9:30am - 11:30am

Broad Chalke

Saturday 10th October 9:30am - 11:30am
Saturday 17th October 9:30am - 11:30am

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

www.fitfortravel.nhs.uk – for travellers