

**DOVERCOURT SURGERY  
PATIENT NEWSLETTER  
SEP 2009**

**COMPUTER SYSTEM**

Thank you for being so patient with us during July when we changed our computer software system. The changeover period was tricky for all of us but the new system is much faster and more effective, so should benefit patients and staff alike,

**PRESCRIPTIONS**

Please note that since August, 48 hours notice is needed for ordering a repeat prescription.

**MORNING DROP- IN SURGERY**

We have stopped doing triage in morning drop-in surgeries. Patients are now seen and treated either by a Doctor or Nurse Practitioner. Whoever is free takes the next patient off the list in order of arrival. If a Nurse Practitioner needs a Doctor to see a patient, they are seen by the next Doctor who is free so they do not lose their place. This has made morning surgeries faster and waiting time shorter.

Some mornings are very busy with many patients turning up for drop-in. We do our best to avoid long waits, but hope that you understand that on those mornings you may need to wait longer to be seen and treated.

**STAFF CHANGES**

In August we welcomed Hilary Tomlinson, our Health Care Assistant, who is working alongside our Practice Nurses.

We said goodbye to Dr Ruth Pavlovic who left to train as a Psychiatrist, we wish her well in her new career. Dr Deidre Walker is now working at the Practice on Tuesdays, Thursdays and Fridays. Dr Nahida Amin-Ali joined us in September and is working Wednesdays, Thursday and Fridays. We welcome her to our team.

Dr Charlotte Bryson is also leaving us in October to move to Pitsmoor Surgery. She has been with us for the past four years and we wish her well in her new job. Her place will be taken by Dr James Parsons who will start in November.

Dr Read has changed her hours at the surgery and will no longer be working in the mornings. She will have booked appointments on Tuesday, Wednesday and Friday afternoons. She will be working for the Central Sheffield PBC Consortium on Tuesday, Wednesday, Thursday and Friday mornings. To see what Central Sheffield PBC Consortium is all about, you can get information on the website at [www.sheffieldhealth.co.uk](http://www.sheffieldhealth.co.uk) .

Joanne Hartley, our Reception Co-ordinator has gone on maternity leave and is due to give birth any day now. Stephanie Houghton, will be taking up her responsibilities whilst she is away.

Over the last few months we have been joined by new reception staff. The team now consists of:-

Stephanie Houghton  
Patricia Fish  
Claire Crowder  
Lynn Colley  
Patricia Palfreyman  
Jayne Peat  
Surreya Aslam  
Janet Dale

Sadly, Linda Taylor, who was our cleaner for the past 20 years died on 13<sup>th</sup> September. We send our heartfelt condolences to her husband Ian and her family. She will be missed by us all.

## **FLU CLINIC**

If you are in one of the high risk groups or over the age of 65 years you will be receiving a letter to invite you for your Seasonal Flu Vaccination. Please inform the Practice if you can attend the Flu Clinic that will be held on Saturday 3<sup>rd</sup> October.

We will be raising money at the clinic for Weston Park Hospital through providing refreshments and a tombola. If you have any tins or packets that you would like to donate please bring them in and we will use them in the tombola on the day.

## **SUGGESTIONS**

We have now been in the new building for 16 months and hope that you are still enjoying the place as much as we are. We are always looking for ways to improve the service that we offer so if you have any new ideas please let us know. We have a suggestion box on the Reception counter where you can leave your comments or you can talk to one of our Patient Representatives or any of our staff.

