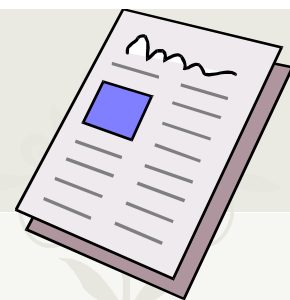


DRS BARSBY & KALLARACKEL PATIENT NEWSLETTER

www.kiddrowlanedoctors.co.uk

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Telephone System

Our clinical system will soon be able to link into our telephone system. The first change you will notice will be that the telephone will be answered by an automated voice. If you are calling out of hours, you will be given numbers to ring in the case of an emergency. If you call when we are open, you will at the moment go straight through to reception.

This is due to change over the next few weeks though so that you will have the option to speak to a receptionist, or you will be able to use your telephone to make, change or find out the time of an appointment. We hope at the same time to be able to allow you to make appointments on the internet, although you will need to register for this.

Consent for Baby Injections

Please note that when we are giving injections to children, the child should be fit and well. We are only able to give the vaccination if the child is accompanied by a parent and has their red book (although not for travel vaccinations). If a parent is unable to accompany the child, the red book should be sent with written, signed and dated consent and details of who the adult accompanying the child is.

Support Your Surgery

The government is encouraging commercial companies to run GP surgeries. In the East Lancashire area, there is going to be a new GP surgery of 6000 patients which potentially will be run by a commercial company. The BMA believes that this is bad for patients and could pose a threat to small local surgeries such as ours. Thank you to all our patients who recently signed our petition endorsing this view—if you would like more information or an update there is a website dedicated to the campaign—www.supportyoursurgery.org.uk

Are you a Carer? Do you have a Carer?

The practice aims to identify patients who are carers or have a carer—please let your doctor or nurse know if this applies to you, so that we can offer you any help or support you may need. Alternatively Burnley, Pendle and Rossendale Council for Voluntary Service provide help and support for carers in the community; they can be contacted on 01282 704604 or www.bprcvs.co.uk/cc/index.htm

Smoking Cessation

If you are a smoker and need help to give up, as well as being referred by your doctor or nurse, you can refer yourself, for full details of clinics available, you should telephone **01282 607002**.

Change of details?

Have you changed your name address, telephone number, or any other details? Please tell the receptionist. Please note that if you have moved out of the practice area (see back of practice booklet for map) you will need to reregister with a doctor more local to your new address—this also applies to temporary moves, you would need to register as a temporary patient elsewhere.

Extended Opening

We now have extra surgeries available for patients who find it difficult to attend during our normal surgeries. These surgeries are Monday, Wednesday, Thursday and Friday from 6:30pm to 7:00pm. Please note that these surgeries are for patients who struggle to come during normal surgery time and are on an appointment basis only. As usual, for routine appointments, can we encourage patients to attend in a morning and to telephone at 8am on the morning they want to attend, although we do have some appointments available for booking in advance for those who cannot ring on the day.