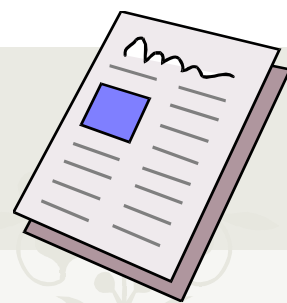


Drs Barsby & Kallarackel Patient Newsletter

www.kiddrowlanedoctors.co.uk

1ST QUARTER 2010

VOLUME 4 ISSUE 1



Eileen Millar

The practice is very sad to have lost one of our longest serving employees. Eileen died suddenly in December at the age of 58. She had worked for the practice for 15 years, starting as a Receptionist / Secretary but in recent years she had taken on the role of Health Care Assistant and split her time between the 2 jobs. She thoroughly enjoyed the latter role and got on well with patients. She will be missed by all in the practice and our thoughts are with her family. Eileen's organs were successfully donated to five other people after her death—if you would like to join the organ donor register, please ask for a form at reception.

Swine Flu Vaccinations

We are almost at the end of the vaccination campaign for the swine flu. If you or your child are entitled to have a vaccine (speak to a member of staff if unsure) and have not yet been vaccinated, please make an appointment with reception.

Text Reminder Service

We currently have a system which allows us to send text message reminders of appointments. Please ensure that we have an up to date mobile telephone number for you however, as we sometimes have technical problems with the system, do not rely on a text message to remind you of your appointment.

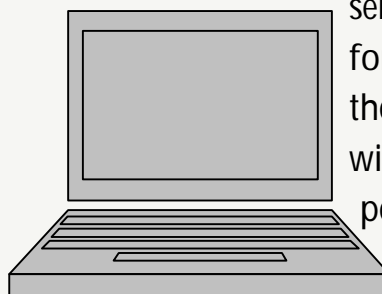
**Important
DATE!**

Last month was our worst month for wasted appointments. 70 appointments were wasted because of people who failed to attend without letting us know. Please be aware that we have a policy to deal with such patients which will mean that patients who recurrently miss appointments will be removed from our practice list.

Online

Access

You are now able to book some doctors appointments online, order prescriptions and send us messages. The service is available for all those over the age of 14. You will need to call in person at reception to register.



Feedback

The practice welcomes feedback both positive and negative as a way of improving the service we offer to patients. All feedback is recorded and discussed at our monthly team meetings. We are in the process of updating our Complaints Procedure. Please speak to the Practice Manager if you would like a copy. You are now able to offer feedback on the practice via the NHS Choices website—www.nhs.uk

Missed Appointments