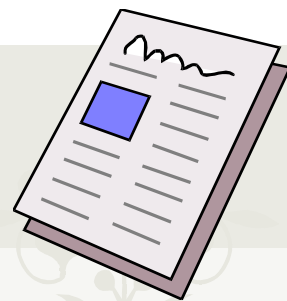


Drs Barsby & Kallarakel Patient Newsletter

www.kiddrowlanedoctors.co.uk

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Seeing the Doctor

Please note that when making doctors appointments, 1 appointment is for 1 patient with 1 problem. If you have more than one problem you would like to discuss please mention this to the receptionist who will book a double appointment. If coming with another family member they will also need a separate appointment. GP appointment slots are for 10 minutes. Family members often make appointments to discuss their relatives, please note that this is not an ideal situation, wherever possible the patient concerned should be present during the consultation otherwise the doctor is limited as to what he can discuss for reasons of patient confidentiality.

Summer Holidays

Can we apologise to patients who have suffered any inconvenience during the summer holidays when the doctors or nurses have been away. You may have had to wait longer than usual for a nurse appointment. Or the doctor may have been running late—whilst we employ locum doctors to cover surgeries, the remaining doctor still has all the visits and administration work to do resulting in a higher than usual workload.

Prescriptions

Please note that you should allow one full working day from ordering your prescription to it being ready. In urgent cases, we can arrange for prescriptions to be available on the day.

Zero Tolerance

Please note that we have a zero tolerance policy where abuse of any kind including verbal is directed towards our staff. Offending patients will be removed from the practice list.

Seasonal Flu Vaccination

We are now making appointments for the seasonal flu vaccination, please ask at reception if you are over 65 years old or in an at risk group. Clinical at risk groups this year include those patients who have a history of Stroke or TIA (mini stroke), patients who are immunosuppressed, patients with heart, kidney, liver or lung problems including asthma and diabetic patients. Pregnant women who haven't already had the swine flu vaccine are also advised to have the flu vaccination this year as this year's vaccination includes protection against swine flu, which pregnant women are particularly at risk of complications from. Carers and those in residential homes are also entitled to the vaccination.

Making Appointments

We now have a selection of appointments available to book online, please ask at reception for a registration form. If you are unable to find a convenient appointment the receptionists may be able to offer an alternative. As usual, we encourage patients to ring on the morning they want their appointment at 8am for an appointment that morning.

Medical Students

The practice takes undergraduate medical students from Manchester University. The students may sit in on consultations with the doctor, nurse or midwife, if you would prefer them not to be present in your consultation, please tell the receptionist, doctor, nurse or midwife.