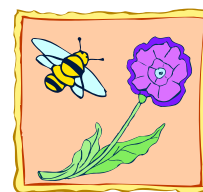


# Regent House Surgery



## NEWSLETTER



Spring 2013

### PATIENT SURVEY 2012/13

THANK YOU TO ALL THE PATIENTS WHO CONTRIBUTED TO OUR ANNUAL PATIENT SURVEY.



TO VIEW THE RESULTS PLEASE GO TO OUR WEBSITE  
[WWW.REGENTHOUSESURGERY.CO.UK](http://WWW.REGENTHOUSESURGERY.CO.UK)

THE RESULTS SHOW THAT OVERALL PATIENTS ARE EXTREMELY HAPPY WITH THE SERVICE THAT THEY RECEIVE WHILST VISITING THE SURGERY

THE RESULTS SHOW THAT OVERALL PATIENTS ARE QUITE HAPPY WITH THE APPOINTMENT SYSTEM.

75% FOUND IT VERY/FAIRLY EASY TO GET AN APPOINTMENT AND FAIRLY EASY TO SEE A DOCTOR OF THEIR CHOICE WHICH WAS VERY IMPORTANT TO PATIENTS.

THE SURVEY SHOWED THAT PATIENTS STILL DID NOT KNOW WHICH DAYS OF THE WEEK EACH DOCTOR WORKED. ALTHOUGH TWO THIRDS OF PATIENTS KNEW THAT THE SURGERY HAD A DUTY DOCTOR, ONLY A THIRD KNEW WHAT THE DUTY DOCTOR DOES.

AFTER DISCUSSION WITH OUR PATIENT REPRESENTATION GROUP (PRG) AND THE MANAGEMENT TEAM WE WILL PUBLISIZE THE WORKING WEEK OF THE DOCTOR ON OUR DIGITAL ADVERTISING SCREEN WE WILL ENSURE PATIENTS ARE MADE MORE AWARE THE DUTIES OF THE DUTY DOCTOR.

### BANK HOLIDAY CLOSURES 2013

Monday	6th May	Closed
Monday	27th May	Closed
Monday	26th August	Closed
Wednesday	25th Dec	Closed
Thursday	26th Dec	Closed

#### *What does the duty doctor do?*

The duty doctor is on duty for the day and will deal with any emergencies that present on the day.

#### *Which doctor will be on duty?*

Each of the partners is on a rota for duty doctor days.

#### *How will the duty doctor deal with my problem?*

The duty doctor will then decide the most appropriate action to take e.g. telephone advice, a prescription or an appointment either the same day or a routine appointment.

#### *Can I use the telephone consultation system to ask for a sick-note/repeat prescription?*

No the duty doctor will only deal with emergencies and urgent requests.

## OUR NEW ONE STOP ANTICOAGULATION CLINIC

As from April 2013 we are now able to offer this **NEW SERVICE** to patients prescribed oral anticoagulants. A 'one-stop' service including near patient testing, dosing, prescribing and next appointment given within one consultation.

As well as offering more convenient appointments for our patients, this clinic will provide on-the-spot INR test results so that your doctor can agree the dosage of warfarin you need until your next appointment.

The service will be delivered by our Health Care Assistant and Practice Nurse under the direct supervision of the GP. The service will provide optimal therapeutic control for patients prescribed oral anticoagulants, whilst minimising the risks associated with such therapy. The Anticoagulant Practitioner will undertake all blood tests and make all dosing decisions.

If you would like to attend our practice contact the surgery to make an appoint-



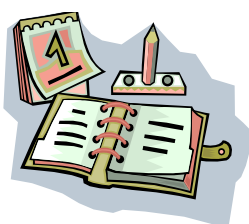
based '**One-stop**' clinic please attend at your convenience.

### EXTENDED OPENING HOURS 2013

WE WILL CONTINUE TO OFFER OUR PATIENTS

#### EXTENDED OPENING HOURS

6:30PM—7:30PM MONDAY—THURSDAY  
BOOKED APPOINTMENTS ONLY



Hay fever is a common allergic condition that affects up to one-in-five people at some point in their life.

Symptoms of hay fever include:

- sneezing
- a runny nose
- itchy eyes.



The symptoms of hay fever are caused when a person has an allergic reaction to pollen.

Pollen is a fine powder released by plants as part of their reproductive cycle. Pollen contains proteins that can cause the nose, eyes, throat and sinuses (small air-filled cavities behind your cheekbones and forehead) to become swollen, irritated and inflamed.

You can have an allergy to:

- tree pollen, released during spring
- grass pollen, released during the end of spring and beginning of summer
- weed pollen, released any time from early spring to late autumn.



Many people find that their symptoms improve as they get older. Around half of people report some improvement in symptoms after several years. In around 10%-20% of people symptoms go away completely.

Read more about hay fever on the NHS Choices website

Are you considering a foreign holiday this year, perhaps to Egypt or Turkey? Please make a 20 minute appointment with one of our Practice Nurses to discuss your requirements, preferably six weeks before your departure date. You will also need to fill in a Travel check list and return it to us at least 3 days before your appointment.

