



**The Portmill Surgery**  
**Newsletter**



**Winter 2009**

The dark evenings are upon us, and there are some nasty coughs and colds around to add to the gloom of the “credit crunch”. So we thought we’d bring you some good news about the important improvements which we’ve made to your surgery – such a lot has happened since our last Newsletter!

Many of you have commented about how difficult it can be to make an appointment, and how inconvenient it may be to ring on the day. We’ve been listening to you! And this is what we’ve been doing:

- Installed a new state-of-the-art phone system to direct your calls more efficiently
- Offering an **extended hours service** out with our standard opening times. These take place regularly, in the early morning (from 7am) as well as in the evening (until 8pm). (now under negotiation with the PCT)
- We are now contacting patients who do not turn up, to remind them to let us know next time and avoid wasted appointments
- Accepting repeat prescription requests by e-mail, for your convenience:  
**[prescriptions.portmill@nhs.net](mailto:prescriptions.portmill@nhs.net)**
- Where possible, providing two months’ supply of regular medication.
- Looking to the future, we are considering e-booking appointments and sending text reminders – please feel free to give us your comments and suggestions.

We understand that some of you have not been satisfied with your access to the surgery, and this has been reflected in our poor scores in a survey last January. Unfortunately, this has resulted in the Practice losing money which may impact on the services we provide for you. We hope that the improvements

which we have made will benefit all our patients.

*You can help us by:*



*• Cancelling appointments you cannot attend*

*• Giving us at least two days notice for repeat prescription requests*

*• Attending appointments punctually*

*• Ringing before 10.30am if you require a home visit.*

*Thank you!!*



Not only do we want to provide you with excellent healthcare today, but we are also keen to ensure that the future of General Practice is in good hands. Because of this, we are proud to be a Teaching Practice, and support several young doctors through their General Practice training. They are always supervised by one of the Partners. At the moment, we have two Registrars and a Foundation Stage 2 doctor. Achieving Teaching Practice status requires a detailed assessment by the local Deanery and a great deal of effort from everyone involved. We are also actively involved in research, and you may be offered to take part. There is no obligation to do so but we are grateful to those who do participate. Thank you for your support.

*Congratulations to Dr Osman, who recently passed her Diploma in Obstetrics and Gynaecology, and to both Dr Osman and Dr Chandrayan for their success in their recent examinations.*



Some of you may wonder why their preferred doctor is not available for appointments on some



afternoons. Here are just some of the things that your doctor may be doing:

- Performing minor surgery
- Running a child health clinic
- Offering a family planning service
- Completing medical forms for patients' mortgage applications etc
- Performing medical examinations for DVLA or potential foster/ adoptive parents
- Updating their training
- Attending meetings to ensure the needs of our patient population are catered for by the PCT

We were delighted to welcome Dr Tara Belcher and Dr Laura Abrahams to the Partnership this year. Patients may already know them as both were Registrars at the Practice. Your Practice therefore has nine Partners, five male and four female. As you know, all our patients are allocated a Registered Doctor, to whom all correspondence is usually addressed. We have tried to equalise the number of patients registered with each Partner, so you may find that you have been "moved" to a different Registered Doctor; however, all patients are welcome to see whichever Doctor they prefer. We do ask that you try to see the same Doctor to ensure continuity of the best quality care.

Our Nursing Department has seen a lot of changes recently, with the retirement of Jane Golding and the departure of Chris Millard. We are extremely lucky to welcome Sue Budge and Sheena Duggan to the Portmill Team, both of whom are Practice Nurses with a great deal of experience and expertise. Sue will be taking charge of the Diabetic Clinic and Sheena, of our Asthma Clinic. Our Nurses have special knowledge of chronic diseases such as heart disease, asthma, high blood pressure and diabetes, and run dedicated clinics to help manage these conditions to the highest possible standard.

We have also seen a lot of staff changes in our Administration and Reception Team. Practice Manager Liz Morrison remains at the helm, with our new Deputy Practice Manager Joanna Matthew. Sonia Gibbs is overseeing our super

Reception Team, and we welcome Cally Forsythe and Mandy Gill.

Our Practice also hosts a wide variety of other services. These include consultant-led community dermatology clinics, a new counselling service, continence clinic and a warfarin clinic. We have been improving our premises to allow more consulting rooms and better facilities.

When checking in for an appointment, please use our self-check in screen which is situated in the reception area.

We welcome suggestions from patients! Please feel free to use the suggestion box in the waiting room for any comments which you may have.

*Our website is being updated!*



*You can find out who we are, when we're open and order repeat prescriptions on-line. We hope to introduce an e-booking system as well! Log on to **[www.portmillhealth.co.uk](http://www.portmillhealth.co.uk)***