



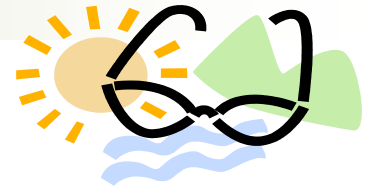
ISSUE NUMBER 7

HIGHFIELD SURGERY PATIENT NEWSLETTER

Compiled by Val Rothero.

JULY 2009

Our website—www.highfieldsurgeryhazlemere.co.uk



AWARD WINNING NIGEL MASTERS GP ENTERPRISE AWARD 2009

Croup calculator

Highfield Surgery has once again become an award winning practice in the GP enterprise awards for 2009 in the risk management category. In 2004 the practice won this national award for the use of clinical indications on all its repeat prescriptions. This time Dr Nigel Masters has developed a children's drug dose calculator for use in croup and young asthmatics at the practice. The simple calculator has been created on an everyday computer spreadsheet called Excel and has been in use for over one year. It was described by the organisers as a blockbuster idea which helps to reduce the risk of drug dosage errors in young patients. The practice now competes with five other practice category award winners to find the overall national champion for this prestigious competition.

CATE NORRIDGE COMMUNITY PATIENT SUPPORT NURSE FOR VULNERABLE PATIENTS



With effect from beginning of June 2009, Cate Norridge will be taking on the role of supporting our vulnerable patients in the community. This is a new position and initially will last for 4 months. Cate will be working for the practice in this role and will work closely with the doctors and support staff.

Cate is a valued member of the Highfield team and the practice will give Cate all the support she needs to help her make a success of this new post and in improving the care and support for our vulnerable patients in the community.

DON'T NEED YOUR APPOINTMENT AFTER ALL? HELP US TO HELP YOU.

At Highfield Surgery during the whole of March 2009

26 PATIENTS DID NOT ATTEND THEIR APPOINTMENT WITH A DOCTOR AND DID NOT CANCEL

= 260 minutes lost – 4 hours 20 minutes

in addition

18 PATIENTS DID NOT ATTEND THEIR APPOINTMENT WITH A NURSE AND DID NOT CANCEL

= 270 minutes lost – 4 hours 30 minutes

TOTAL = 8 hours 50 minutes of patient care lost in March

44 ADDITIONAL PATIENTS COULD HAVE BEEN SEEN DURING THAT MONTH

So if you don't need the appointment you have made, please ring and cancel. By giving as much notice as you can you will be helping someone else to be seen by a doctor or nurse. Remember **IT COULD BE YOU** in the future who needs that cancelled appointment.

From 1 July 2009 we are trialling a new cancellation system. If you are unable to keep your appointment you can either telephone us as usual OR you can:

Text CANCEL to 07754 094829 WITH YOUR NAME AND APPOINTMENT DATE



JUDY MACFARLANE, SECRETARY



Born and lived in North Harrow until age 21
Studied languages (French and German), English and secretarial studies at college (including French shorthand - never used!)
Worked in European Region of Eastman Kodak based in London - met husband, John.
Married and relocated to Republic of Ireland due to John's job - worked for Kodak Dublin as secretary to General Manager. Lived there for two years in County Wicklow.
Returned to live in Leighton Buzzard and continued to work for Kodak Limited at the Head Office in Hemel Hempstead as secretary to the Company Solicitor
Left work to start a family - two daughters and a son (now in their early twenties)
Moved to Beaconsfield over 23 years ago
Spent two years living in Brussels when children were small - due to husband's job - enjoyed the ex-pat life!
Started working at Highfield Surgery in 2001 - initially to help the secretary (Val - newsletter editor) out at busy times. Now works four days a week.
When not working enjoys spending time with family and friends - particularly going to the theatre, cinema and eating out!

IS YOUR TELEPHONE NUMBER THE SAME? - Please can you let us know if your contact details change. From time to time we might have to speak to you urgently and this can be very difficult if we don't have an up to date telephone number.

CONFIDENTIALITY ISSUES - If you need to change / book an appointment, ask for test results, need copies of immunisations etc. please do this yourself. It can place the receptionist in a difficult position to give information to a third party. If you wish to ask a relative or friend to request any information about you, then please give that person your written consent.

BBQ STARTER

SUBMITTED BY VAL ROTHERO

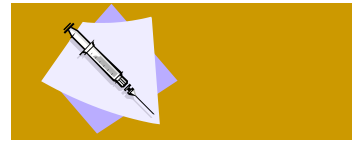
For one person:

- MIXED LEAF LETTUCE
BACON
GRATED CHEESE
BALSAMIC VINEGAR
EGG



Grill bacon rashers until crisp and cut into small pieces. Spread lettuce on plate, add bacon and dribble some balsamic vinegar over. Sprinkle with grated cheese. Poach an egg until soft and runny and place on top.

SIMPLE BUT DELICIOUS and not too filling before your BBQ. Good idea to have this at least half an hour before the main food.



TRAVEL VACCINATIONS

For advice about travel vaccinations please ask Reception for a travel risk assessment form or this can be downloaded from our website, where there is other relevant information if you are going abroad.

Some vaccinations may be compulsory when visiting other countries.

FREE HOSPITAL VISITORS SHUTTLE BUS

Buckinghamshire Hospital NHS Trust runs a free bus service for hospital visitors between Wycombe and Stoke Mandeville Hospitals. The service operates from Monday to Friday and all vehicles are wheelchair-friendly.

Patients coming into hospital may also be entitled to financial assistance in getting to and from hospital, or for help with parking charges at Trust car parks.

For more information, arrival and departure times and pick-up and drop-off points, call 01494 526161.

Repeat prescription



More of our patients are requesting repeat medication by email. Why don't you give it a try and email us from our website at

www.highfieldsurgeryhazlemere.co.uk