

Winter 2014



BALMORAL SURGERY

Have you had your 'flu vaccination this Winter?

Balmoral Surgery Newsletter

Would you recommend the surgery
to your friends and family?

Please tell us about the care you received from the Practice today. Good or bad, your comments are really important and will help improve the service for you and others.

To leave feedback for Balmoral Surgery please visit **www.iwantgreatcare.org**. Enter your own postcode and select Balmoral Surgery.

If you do not have access to the internet, you are welcome to come to the practice and use one of our computers. Please just ask at reception.



Merry Christmas

Balmoral Surgery would like to wish
all of our
patients a Merry Christmas and a
Happy New Year.

Dr Arvind Singh

Some of our patients will be aware that Dr Arvind Singh has been off sick for several months. This is because his wife has been very poorly and sadly she died at the beginning of November. Our thoughts and best wishes are with Arvind and his family at this difficult time.

Staff Changes

- * At the end of December, one of our partners, Dr Emma Wismayer, will be leaving the practice as a partner. However, as Dr Arvind Singh's return date is still unknown, from January she has agreed to stay on as a locum to help us out and she will be providing locum cover at the practice for two sessions a week.
- * Dr Sharvill will be taking a sabbatical from mid January to mid March but he will be returning full time after this absence.
- * In December one of our Registrars, Dr Gemma Dardennes, left the practice to continue her training at the Hospital. However Dr Dardennes will be returning to the Practice in August for one year to complete her GP Training.
- * From December we have a new Registrar, Dr Revi Jassal. Dr Jassal will be working at the Practice until April 2015.
- * In October we recruited a new receptionist to the Practice, Sharon Gonzalez. We are very pleased to welcome Sharon to the practice. Sharon will be working as a receptionist and a medical secretary.

Exercise

Exercise is probably the most important thing that you can do to help your physical and mental health, including preventing dementia and heart disease.

Help is available via the NHS with walking groups and in some circumstances reductions in the price of entry to Tides Leisure Centre .



‘Flu Vaccinations for Children



Please note, ‘flu vaccinations are available for all children aged 2,3 and 4 this year.

Children are offered a nasal vaccination rather than injection. Having the ‘flu vaccination not only protects your child against flu, but will also result in less time off nursery/school and less infection transmitted to other family members.

Did you know??

There is a local GP working for the out of hours service 24 hours a day. If patients need to access a GP out of hours they need to ring 111.

Appointment Length

Please note that appointments with a GP are for 10 minutes,. If you think that you require longer than this time, please inform the receptionist of this and ask for a double appointment.

Have you ever visited our Practice Website?

Our Practice website offers up-to-date information about the practice and the services that we offer. It also has other useful contacts.

www.balmoralsurgery.com

Patient Forum Group

If patients wish to have a say about the services provided by Balmoral Surgery and decisions being made by the local commissioning group, they are invited to attend our patient forum group. Patient forum groups have a very important role to play in the future of the NHS, and we welcome new members to the group. The group meets three times a year, if you are interested in joining this group please contact Becky.

*Our next meeting will be held at the surgery on
10th February 2015 @ 6pm*

*If you would like to look at minutes from our
previous meeting, please visit our website
(www.balmoralsurgery.com) and follow the link to
the patient forum page.*



Please cancel your appointment if you cannot attend!

From 1.11.14 to 30.11.14 there were

221

unattended appointments.

The practice now has a cancellation line which patients can text to cancel their appointment, the number is **07513225850**, please include your name and the date and time of your appointment.

Planned Closures

Please note that Balmoral Surgery is closed from 1pm on some days once a month to allow the doctors and staff to have protected learning time. These sessions are arranged by the South Kent Coast Clinical Commissioning Group and offer the opportunity for the Surgery teams in our locality to get together for training purposes. These are usually on a Thursday afternoon, although not always, and are usually held once a month.

The dates of the next planned closures are as follows: 22/1/15, 26/2/15, 19/3/15, 23/4/15

Infection Control

The Infection Control lead within the practice is Sarah Fulbrook (Nursing Team Leader). The practice has strict protocols and procedures in place to ensure that infection control takes place. If you have any concerns about infection control within the practice, please ask to speak to Sarah.

Looking for Christmas Ideas?

The charity Dr Sharvill and his wife Alison volunteer with, Phase Worldwide, has some suggestions. This charity supports education in health and schools for some of the poorest people on earth where a small sum goes a long way.

Please see their website for more details:

www.phaseworldwide.org/get-involved/PHASE-Gifts/

PHASE Seasonal Gift Boxes

**Still searching for that perfect Christmas present?
Well look no further!**

A PHASE Gift box makes an easy, ethical and interesting gift...

- Sow some Seeds - comes with a mini spade - £15
- A Safe Birth Kit - comes with mini baby clothes - £20
- Spend a Penny (Build a Loo) - comes with an old penny - £15
- Buy a (Goat) Kid - comes with a goat finger puppet - £30 ...

Each gift comes in a beautiful orange envelope box- perfect for posting. They include a small token gift and a full-colour gift card for your own message.

HCA Recognition Award

In November one of our HCAs, Jayne Curry, was presented a HCA recognition award at the annual HCA Conference. The practice are very proud that Jayne's hard work and dedication to her patients has been acknowledged.

(on the right in the photo below)



*****Coming Soon—Hearing Clinic at Balmoral Surgery*****

There will soon be a hearing clinic at Balmoral Surgery.

However, if you have previously been seen at another centre, i.e. Deal Hospital or St Richard's Road Surgery, they will remain responsible for your care for three years.

Useful Telephone numbers:

Samaritans—You can get in touch about anything that's troubling you, no matter how large or small the issue. The Samaritans are there to listen. Having someone to talk to that isn't family or friends can be a tremendous help. You don't have to be suicidal to get in touch.

The Samaritans can be contacted on **08457 90 90 90** or you can email the Samaritans at **jo@samaritans.org**
