



ORCHID HOUSE SURGERY

Please Stop making holes in our waiting room couches!!

We appear to have a phantom hole picker in our midst who is consistently picking holes in the waiting room couches.

Jokes aside though we really need your help!

The cost of replacing one small section of the waiting room couch is £245 and we have already recently replaced sections only to find a few weeks later that further deep "pick" holes have appeared which is hugely frustrating and ultimately very costly!

We are now left with the thought that there is no point replacing them only to have them damaged again so we are asking for your help.

If you see someone picking at the couches could you please quietly alert the receptionist!

Please help us to maintain a nice environment for you to sit in.
PS If anyone is an upholsterer or can recommend one please let us know!

HOME VISITS

If you require a home visit please make sure you contact the surgery before 10.30am so these can be allocated to the GPs in advance. Thank you.

URINE SPECIMENS ETC.

Please note:

We can only accept samples, needing to go to the hospital, up until 1pm each day, if you bring in a sample after then it will have to sit in the fridge until the following day and you may have to be asked to do it again.

Therefore we cannot except any samples after 1pm on a Friday.

Emergency Surgery: Please remember we do offer a triage surgery every day this will allow you to hear from a GP on the day you require and they can offer you an appointment.

Wasted Appointments: Please make sure you cancel any appointments you no longer require so that we can give them to other patients. Last week we had 5 hours and 15 minutes of appointment time wasted because patients did not attend, and due to the high demand for appointments we ask for your help in this matter.

Automated Check in: Thank you to all those patients that use the self arrivals screen, we continue to urge all patients to use this screen when booking in for their appointments. This allows the receptionist to deal with patients queries etc.

Routine prescriptions take 48 hours, so please leave it at least 2 days before coming back to collect your prescription.

If you put your prescription in on a Friday it won't be ready until Tuesday, as there isn't anyone available at the weekend to issue any prescriptions.

Please state if your prescription is urgent and we will do our best to get it issued as quickly as possible. If you do not state this it will take the standard 48 hours as usual.





Easter Holidays

Please note that the Surgery will be closed for the Easter holidays, additional Bank Holiday for the Royal Wedding and May Bank Holidays as follows:

Friday 22nd April	Closed
Monday 25th April	Closed
Friday 29th April	Closed
Monday 2nd May	Closed
Monday 30th May	Closed



As a patient of Orchid House Surgery you are automatically a member of our Patient Participation/ Reference Group and we value your constructive input. The group is run by a volunteer committee (contact details by request) working in close liaison with the doctors and practice manager. We work with the practice to help all patients to take responsibility for their own health, that of their family and the health of the wider community. To find out more about how our patient participation/ reference group helps us please refer to our practice booklet or website (www.orchidhousesurgery.co.uk).

To join the mailing list, please e-mail Alison.wakeling@dorset.nhs.uk. You can of course unsubscribe at any time by advising the same e-mail address.

Generic medicines Vs Branded medicines

Are generics really as good as familiar brands?

YES!!

Generic medicines must comply with exactly the same standards of quality, safety and efficacy as all medicinal products. They are produced in inspected plants under what is known as "GMP" or "Good Manufacturing Practice". And, just like originator products, once a generic medicine is sold on the market, the manufacturer must monitor it in case any adverse reactions are reported.

When we use generic medicines, the NHS save considerable sums of money-many millions of pounds.

This frees up money to pay for other, more expensive treatments and services that patients need, including funding the research into new treatments and medicines. Generic competition also acts as an important stimulus for originator companies to focus on new research to create new patented medicines.



Smokestop

Would you like to give up smoking?

If so please make an appointment to see a Doctor or Nurse and they can organise a referral to the local smokestop.

As many of you may be aware, our Practice Nurse Barbara has now retired, and we wish her well in the future.

We would like to welcome our two new practice nurses, Julie & Beth & hope they enjoy working in our team.

When the surgery is closed you can contact
our

Out Of Hours service on 0845 600 1013

or if you require non urgent advice contact
NHS Direct on 0845 46 47

THANK YOU

In case any of you missed the previous thank you's, all the Doctors & staff would like to say a big "Thank You" to all those patients who kindly gave Christmas cards & presents. They were all very much appreciated!!



CARERS

Do you provide unpaid help to a relative, partner, friend, neighbour?

Do you help with any of the following: washing & dressing, managing finances, cooking, housework, shopping, ironing, washing clothes?

Does this person need your help because of Age, Physical or Learning disabilities, illness, mental illness, addiction?

If you answered **Yes**, then you are a carer.

Please complete the following form & hand it in to reception, then we can send you information to help.

Please be aware that I am a carer:

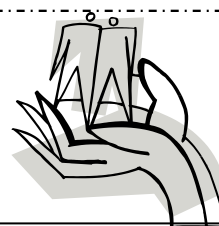
Name:

Address:

..... Post Code:

Tel Number:

Thank you.



For information below is the GPs surgery times

Dr N Jenkins

Mon	8.50am – 11.30am	3.40pm – 6.00pm
Tues	8.40am – 11.20am	OFF
Wed	8.50am – 11.30am	2.40am – 5.00pm
Thurs	8.50am – 11.30am	3.40pm – 6.00pm
Fri	8.50am – 11.30am	2.40pm – 5.00pm

Dr E Davenport

Mon	8.50am – 11.40am	OFF
Tues	8.30am – 11.40am	2.30pm – 4.50pm
Wed	8.50am – 11.30am	2.30pm – 4.50pm
Thurs	OFF	OFF
Fri	OFF	OFF

Dr M Every

Mon	8.50am – 11.30am	2.50pm – 5.10pm
Tues	8.50am – 11.30am	2.50pm – 5.10pm
Wed	8.50am – 11.30am	2.50pm – 5.10pm
Thurs	8.30am – 11.10am	OFF
Fri	8.50am – 11.30am	2.20pm – 4.40pm

Dr F Graña

Mon	8.50am – 11.30am	2.40pm – 5.00pm
Tues	8.50am – 11.30am	2.40pm – 5.00pm
Wed	OFF	OFF
Thurs	8.50am – 11.30am	2.20pm – 4.40pm
Fri	8.50am – 11.30am	2.00pm – 4.20pm

Dr S Mew

Mon	OFF	OFF
Tues	OFF	OFF
Wed	8.30 am – 11.10 am	OFF
Thurs	8.30am – 11.10am	3.00pm – 5.10pm
Fri	8.30 am – 11.10 am	OFF

Please note the sessions shown include a rota'd daily GP triage service.

Patients Voice

Do you have anything you would like to add to our newsletter? Interesting stories, poems, jokes, or can you think of anything else you would like to see in our newsletter? Please write any suggestions & post in our comments box in the waiting room for the attention of AW-newsletter. Thank you.



Microsoft Publisher – Alison Wakeling

Produced by Alison Wakeling, Nikki Long & the GPs & staff of Orchid House Surgery

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