



# St George's Medical Centre

Parsons Lane ~ Littleport ~ CB6 1JU  
Telephone ~ 01353 864100  
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## NEWSLETTER

Issue 1

July 2013

Welcome to our first NEWSLETTER which we hope you will find informative!

### NEW PATIENTS

We welcome all patients who wish to join our practice. For your information, new registrations will be under the name of our Senior Partner Dr Green, but you may make an appointment to see any of the doctors working at the practice.



### Appointments

Over the coming months, we are planning to make greater use of telephone consultations. Doctors will have more telephone appointments available - this will save you time by not having to attend the surgery and the doctors will be able to deal with more patients. If the doctor feels that you need to be seen, you will be offered an appointment.

### Telephone Options

We have introduced more options on our telephone answer message. Listen to the options carefully we hope that this will help you to get quickly to talk to the right person to help you.

1. Appointments and Home Visits
2. Medical Emergencies ONLY
3. Dispensary
4. Results of Tests (after 10am)
5. District Nurse and Health Visitor
6. Management
7. All other Enquiries



### MMR Vaccination

Outbreaks of measles in England have been increasing in the last two years with an annual total of 1,920 confirmed cases in 2012, the highest annual figure since 1994. Children with a date of birth **on and between 01/01/1997 and 31/12/2003** are the most likely age group to need vaccination, so over the next few months we will be re-viewing our records and advising all of these patients to make an appointment to see the Nurse for further vaccinations.

### Wasted Appointments

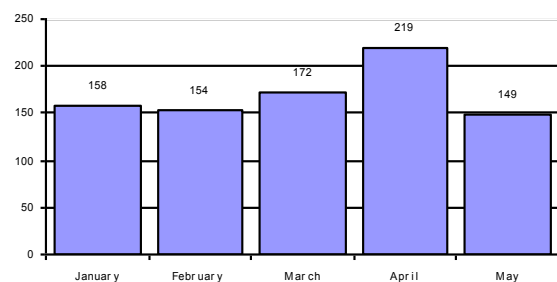


Missed appointments continue to be a major problem for our medical staff - and patients who are disappointed when they can't get an appointment.

Between 1st January 2013 and 31st May 2013 **852** appointments were made and not used. This is bad enough but many of

these appointments were for specific problems and therefore longer than the usual ten minutes. Almost **173** hours of clinical time was wasted.

Unused Appointments



**Keep it or Cancel it - but DON'T WASTE IT!**

### Surgery Opening Times

- Monday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm
- Tuesday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm + 6.30pm ~ 7.30pm
- Wednesday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm
- Thursday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm + 6.30pm ~ 7.30pm
- Friday 8.00am ~ 12.30pm + 1.15pm ~ 6.00pm

### Dispensary Opening Times

Monday to Friday  
8.30am ~ 12.00pm  
and  
2.00pm ~ 6.00pm



## Telephone Numbers

### **St George's Medical Centre**

01353 864100

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### **Out of Hours (urgent only)**

01353 864100

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### **Q.E. Hospital King's Lynn**

(Appointments at SGMC)

01353 864145

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### **St George's Pharmacy**

01353 864134

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### **District Nurses**

0844 9310045

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### **Health Visitors**

01353 725560

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### **Community Midwives**

01223 586790

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### **Children's Centre**

01353 612770

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### **Social Car Service**

(Voluntary + Community)

01353 666553

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### **Minor Injuries Unit**

(Princess of Wales Hospital)

01353 656675

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### **Princess of Wales Hos Ely**

01353 652000

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### **Addenbrookes Hospital**

01223 245151

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### **Lloyds Chemist**

01353 860260

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### **Local Police**

01223 358966

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### **Citizens Advice Bureau**

08707 510933

## Health Checks for 40 - 74 Year Olds

The NHS Health Check is a national screening program to detect individuals in who are at risk of developing vascular disease. The checks are being offered to people aged between 40 and 74 years of age and will assess your risk of developing heart disease, stroke, kidney disease or diabetes. By taking early action, you can improve your health and prevent the onset of these conditions. To be eligible for a free NHS Health Check, you must:



- ♥ Be between 40 and 74 years old
- ♥ Have no existing diagnosed vascular disease
- ♥ Not previously received an assessment under this program.

If you think you meet this criteria and would like to be seen, please telephone the surgery to make your appointment.

## **Where for What?**

Please use medical services wisely.  
We hope this guide will be useful.

**General Medical Problem** GP

**Out of Hours** Urgent Problems Only

**Minor Injuries** Minor Injuries Unit  
(including fractures) (P of W Hospital, Ely)

**Major Trauma** Accident and Emergency



## **Patient Participation Group (PPG)**



Our PPG works alongside the Practice staff to represent the patient voice on a number of topics, assisting with the Annual Patient Survey and at health information events, as well as starting to fundraise for new facilities.

New members are welcome so do join our PPG Committee if you like attending meetings and organising events. If you just want to get your views across, why not join as a "Virtual" PPG member and receive regular news updates and occasional surveys. Unfortunately when the surgery's email address was changed recently, some "Virtual" PPG email addresses were lost. If you do want to be included in the PPG, please write to us via the Contact Us page on our website at [www.littleport.gpsurgery.net](http://www.littleport.gpsurgery.net) so that we can make sure we have your correct contact details.

## Children's Centre

The Health Visitors attend the open baby weigh-in clinics held every

**2nd and 4th Friday**  
between

**10.00 and 11.30am**

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**NO APPOINTMENT NECESSARY**



**Tel: 01353 612770**