



JENNY ALEXANDER OUR PRACTICE MANAGER RETIRED ON DEC 1ST

After 28 years of working at South Brent Health Centre Jenny is saying a fond farewell to her colleagues. She has led the Practice during this time developing it from a 3 doctor practice of 3000 patients to its current size of 5400 with up to 7 doctors working. When she arrived there was no Practice nursing team – now there are 3 nurses and 3 Health Care Assistants.

She has always led from the front and is greatly respected by the Staff of the Practice, and outside the organisation by her fellow Managers. We will miss her greatly and wish her well in her retirement when she plans to pursue her hobbies of walking, singing, running and travelling – she assures us she won't be bored!

Coughs and Colds

Do you know that you do not need to see the doctor for coughs and colds?

Coughs and colds are infections which are caused by viruses so **antibiotics will not work.**

You do not need a prescription for cough and cold remedies. **Community Pharmacists** can offer advice on how to treat your symptoms.

Many treatments are available from your community pharmacy.

Please help us save NHS resources which could be invested in improving local healthcare services



Updates

We have a new member of the reception/admin team who joined us in October this year, her name is Tracey and we hope that we have all made her feel very welcomed and we are sure she will be a great addition to the team.

You may of noticed already that our waiting room is currently being revamped! We have had new flooring fitted and a lick of fresh paint and a new TV call in system. We hope that the new call in system will help with the flow of patients from the waiting room to the clinicians room.

GP online services

Book GP appointments, order repeat prescriptions and access GP records online.

www.nhs.uk/GPonlineservices



NHS

We now offer an online service to all of our patients, its quick, its convenient and could save you a lot of time! If this is something you are interested in, please ask at reception and we can give you all the information.

Fundraising News

The Health Centre has also been raising money by selling cakes during our flu clinics in aid of SBADC and The Stroke Association. In total, we managed to raise £205.

A big thank you to all our Health Centre bakers and buyers!!



Appointments



Please be aware that all of our GP appointments are 10 minutes. If you have more than one problem to discuss, please book a 20 minute appointment.

1 problem = 10 minutes

2 problems + = 20 minutes

Charges for Non NHS Work

The National Health Service provides most health care to most people free of charge but there are exceptions, for example prescription charges and there are a number of other services for which fees are charged.

GPs are not employed by the NHS. They are self-employed and have to cover their costs – staff, buildings, heating, lighting etc — in the same way as any small business. The NHS pays the doctor for specific NHS work but not for non NHS work the fee has to cover the GPs costs.

Examples of non NHS services for which GPs can charge their NHS patients are :

- Certain travel vaccinations
- Private medical insurance reports
- Holiday cancellation claim forms
- Letters requested by, or on behalf of, the patient

Time spent completing forms and preparing reports takes the GP away from the medical care of his patients. They have a very heavy workload and paperwork takes up an increasing amount of their time. When the doctor signs his or her name to anything it is a condition of the Medical Register that they only sign what they know to be true meaning they have to look through entire medical records...it isn't just a case of a quick signature!

At South Brent Health Centre we have a list of fees displayed at reception and online should clarification be required.

Please familiarise yourself with these or ask at Reception particularly when requesting such letters, forms to be completed. Many thanks, South Brent Health Centre.