

Barton House Newsletter



Summer 2017



An average day: In the Life Of a Doctor.....

7:00-9:00am Referrals. queries, admin work, meetings

9:00-12:30pm Morning surgery, 10min appointments, followed by up to 10 telephone calls

12:30-1:30pm Admin work : see below

Signing prescriptions x 50, computer tasks x 40 (this includes queries from the dispensary or patients regarding medications, symptoms, investigations, hospitals, district nurses)

1:30-2:30pm Dealing with telephone calls- often these are done through the course of the day up until 8pm as other problems can pop up

2:30-4:00pm Home visits, more admin work, more telephone calls

4:00-6:00pm Afternoon-evening surgery, and yet more admin work

6:30-7:30pm Urgent telephone calls

7:30-8:30pm Actioning laboratory blood results/x rays x 60 per day for each doctor

8:30-9:30pm Reading and actioning hospital letters x approx. 20-40 letters

9:30pm Reading emails, working on audits, contract work, monitoring, recalls etc.

Welcome to our **Summer Newsletter** to inform our patients of things pertaining to the surgery including the doctors, dispensary and our staff.

We thought it would be good to highlight some of the job descriptions for our staff. Firstly we have tackled our doctors. We really do recognise the work that goes into making the surgery work for you, our patients.



Prescriptions: Please can you take notice that it **is not** the practice policy for patients to request their medications **by phone**. Please could you use the side slip included with your last prescription by leaving it in the box provided in the waiting room. Or order online, you can also post your request to us leaving enough time for it to get to the surgery before you run out of medication.

Marathon 2017

Tach our HCA would like to say thank you for your generous support in her fund raising for PHAB Kids in the London Marathon.

She raised a total of **£1980** Well done Tach from all of us at the surgery including our patients.



BARTON HOUSE MEDICAL PRACTICE, BEAMINSTER - TEL: 01308 861938

DOCTORS ROTA'S WWW. Patient Services

Weekday	Morning	Afternoon
Monday	Dr. Robinson Dr. Allen Dr. Farrell	Dr. Robinson Dr. Allen Dr. Farrell
Tuesday	Dr. Robinson Dr. Flemming	Dr. Robinson Dr. Allen
Wednesday	Dr. Farrell Dr. Flemming	Dr. Robinson Dr. Farrell
Thursday	Dr. Allen Dr. Farrell	Dr. Allen Dr. Flemming
Friday	Dr. Robinson Dr. Allen Dr. Farrell	Dr. Robinson Dr. Allen Dr. Farrell

Please ask reception about using our web site to access SystemOnline for making doctors appointments and prescription ordering. Our web site can also help you with travel information . You will be provided with a Username and Password to enable you to login and use the above services.

If you have an email address and/or mobile phone number please let reception know so we can add these to your records.

Opening Times : As a reminder the surgery is open between 08:00 - 18:30

We have recently changed the times when the phone lines are open during the lunch time period. **Please note that the phone line is now closed between 13:00 and 14:00**

In an emergency please ring **NHS 111** or **999**

Worried your child is unwell, please note a web site for self help advice:

www.what0-18.nhs.uk

Please also remember our **Local Pharmacy** is available for help with minor ailments and minor injuries etc.

If you wish to ask about any test results then please ring after 14:00.

If the doctor has asked to speak to you concerning any results the receptionists will help you to either make an appointment or a telephone consultation with the doctor who requested the tests or otherwise the one you would normally see when they are available.

If at any time you are unable to attend your appointment with any of the doctors or nursing staff please let us know in plenty of time if possible so that we can offer these slots to other patients who may need to be seen. Unfortunately in **July** alone we had **113 Did Not Attend for an appointment. New Patients:** Did you know you can now register online at -

www.bartonhousemedicalpractice.co.uk



Finally

We hope this newsletter has been informative if it has been then please let us know so that we can continue to make your surgery experience a good one.



Thank you from all of us at Barton House.