

# Grove Road Surgery Newsletter

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## Editors Comments

(Stephen Fowler, Practice Manager)



The trees are barren of leaves, day and night time temperatures are dropping, stormy winds and rain are upon us, which can only mean that Christmas is upon us. I'm sure you do not need reminding, but I do want to tell you about our Christmas and New Year opening times.



In this edition we have an update on the retirement of Dr Richard Ribbons. Also we have been quite busy carrying out the seasonal flu vaccinations but it is not too late if you want still wish to have one. Our patient satisfaction survey has been completed both on-line and here in the surgery during October / November. Please ensure you order your repeat medications in plenty of time for the Christmas / New Year periods. Finally, on behalf of all the surgery staff, may I wish you a very merry Christmas and a happy and healthy New Year.

## Holiday Opening



We are open our normal hours up to Christmas Eve when we will open as normal at 8am and close for the lunchtime as normal of 1 – 2pm but then we will open our doors for 1 hour between 2 and 3pm. During this time we will have Dr Raya here to see any patients who need to be seen but at 3pm we will effectively close for the Christmas period but Dr Raya will be contactable via our normal surgery telephone lines and she will be available to see any patients up to 6:30pm when the night / holiday service of NHS 111 comes on stream. Whenever the surgery is closed, you will need to telephone 111 for advice. They may pass your call to South East Health, the ' Out of Hours ' Doctor service or ask you to attend one of the local Walk-in-Centres or attend Accident and Emergency. To summarise, we are closed from 6:30pm on Christmas Eve, throughout the Christmas period, re-opening 8am Friday 27<sup>th</sup> December. We are then working normally on Monday & Tuesday 30<sup>th</sup> & 31<sup>st</sup> December but will be

closed just for the day on the 1<sup>st</sup> January 2014, New Years day, when we will be back to normal opening on the Thursday & Friday of 2<sup>nd</sup> and 3<sup>rd</sup> January 2014.

## Seasonal Flu Jabs



We still have some flu vaccinations left. To take advantage of this offer, please contact reception. We also have some child and infant flu vaccinations remaining. This is the ' puffer ' version which is administered into the nostrils. We would prefer these jabs / puffers, to be given to those remaining patients from our ' at risk registers ' who have yet to have their flu vaccs, i.e. those with Asthma, have a heart condition or had a transplant, carers or live in a house or home with an at risk group patient. These patients received their invites weeks ago, so we can only assume they are not wishing to have this vaccination, which is why we have remaining stocks to offer to anyone who wishes to have it. If you would like to have a flu jab or wish to discuss having one, contact reception

## Patient Survey Results



We had 287 patients who completed our on-line survey and 109 of you completed the survey whilst here either here in the surgery or attached to your repeat prescriptions. Thank you to all those who took part. We now have 400 returns to analyse. The findings are being discussed with the patient participation group (PPG) at the December meeting and will also be discussed with the doctors and staff of the surgery over the next few weeks. The results will be made known more fully in the next newsletters and will also appear on the practice website once completed.

## Dr Richard Ribbons



We announced some time ago via our newsletter and patient group minutes, that Dr Ribbons was planning to take early retirement in November 2015 at his 55<sup>th</sup> birthday. When Dr Sue Tran left us in the summer to take up a full time position we again used this opportunity to remind patients of his plans. It is with great sadness that I am now informing you that Dr Ribbons has constantly reviewed this decision and has now informed the practice that he intends to retire much earlier than

planned and will leave at the end of August 2014, after 25 years service to Grove Road Surgery. I know this news takes some digesting but he has given this matter a great deal of thought over the last 2 years and feels that the time is right to go. Obviously over the next few weeks / months we will provide you with more information about how the practice plans to cope with this transition.

## Patient Group ( PPG )



We have had another successful year working with the patient group. Sadly a member left in year but following a very successful recruitment campaign in year, we have secured 5 new patients into the group and another is planned to join the group in January 2014. This will swell the ranks to 11 patient members which is a fantastic gathering. However, we would still like to recruit a ' young mum ' into the team, so if you would like to represent other young mums on the patient group, please get in contact. It is absolutely fine to bring the infant to the meetings, as plenty of baby sitters can be found at the surgery.

## GP's – work changes

With the increase to his consortium working week, Dr Bruuns from February will reduce his working time from 3½ days a week to 2½ days a week. Dr Bruuns will therefore work

all day Monday and Tuesday each week and every other Friday. The 1 day he is reducing each week, will be split between Dr's Raya and Nayak who will both work 3 full days each week from their present 2½ days. They will now work fixed days each week, with Dr Raya working Monday – Wednesday and Dr Nayak Wednesday – Friday each week. Whilst Dr Raya will start this routine from January 2014, Dr Nayak because of previous arrangements, will not commence her fixed days until February.

## Doctors Footnote

The news of Dr Ribbons impending departure at the end of August us mixed emotions here at the surgery. More on that to follow in future editions. On a much more serious note, please remember to order your medication in time for the holidays. We say this every year and make no apologies for repeating ourselves again this, but :-  
**' Santa does not do drugs "**

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