

Borras Park Surgery

Borras Park Road

Wrexham LL12 7TH

Tel: 08444778601

Fax: 01978 310294

www.borrasparksurgery.co.uk

Surgery Hours

Mon 8.00 am to 6.00 pm

Tues 8.00 am to 6.00 pm

Weds 8.00 am to 6.00 pm

Thurs 8.00 am to 12 noon

Fri 8.00 am to 6.00 pm

On a Wednesday the surgery is closed from 12 noon to 1 pm for practice meeting.

The surgery telephone is Switched to 'emergency calls only' during lunchtime between 12 noon and 1 pm.

Home Visits

If you think you require a Home visit, please try to contact the Surgery before 10.30 am. Visits not booked onto the doctors list by this time may have to be placed on the following day.

Emergency calls will continue To receive their priority.

BORRAS PARK SURGERY NEWSLETTER

ISSUE 6

JANUARY 2012

Season's greetings from:- Dr Helen Wood, Dr Rani Paul, Dr Pradeep Bhaskar and all the staff at Borras Park Surgery

Website - Borrasparksurgery.co.uk

Please note that available on this site are:-

Contact details, surgery times, services provided, clinics held, general information, useful telephone numbers and health related links.

Repeat prescriptions

It would indeed be helpful if patients allow 48 hours before a prescription is ready for collection. Ordering can be done on-line or at the desk in the main building.

Viruses

Did you know coughs, colds, sore throats and earache usually last for:- Ear infection 4 days, sore throat 1 week, common cold 1½ weeks and coughs 3 weeks. Most of these are caused by viruses and will clear up on their own. ANTIBIOTICS do not work against viruses.

Appointments

Due to an increase in the number of wasted appointments through patients failing to attend, without informing the surgery, it has become necessary to implement the following policy. If you repeatedly fail to attend appointments you may be removed from this practice list and will have to find an alternative doctor.

Please let us know if you are unable to attend an appointment, for example in the week commencing 23.12.2011 missed appointments:-

DOCTORS	15
NURSES	14
PHLEBOTOMIST	2
TOTAL	31

Chaperone

Are you may be aware when you receive an intimate examination from the doctor or nurse for eg examinations of the breast, genitalia or rectum, you are entitled to have a chaperone present. This can be a relative, friend or member of the Practice Team. Please ask if a chaperone is required, in advance if possible.

Emergency Appointments

In order to provide a service for emergencies we, as a practice, would appreciate it if these appointments could be taken up with genuine acute illness only, eg:

Child with fever and rash

Abdominal pain

Vomiting

Chest pains

Chest infections

Emergency contraception (morning after pill)

Acute skin rashes (not eczema etc)

Please do not take emergency appointments to obtain repeat prescriptions/sick notes/test results. Your co-operation would be greatly appreciated.

If you ring for an emergency appointment you will be seeing the doctor on call, not the GP of your choice. You may alternatively be offered an appointment with our highly experienced triage nurse.

Test Results

Please note that Reception Staff are not authorised to give results to anybody else except the patient. If you wish your results to be given to another person there are forms available at reception for you to sign. This will enable the named person to obtain your results.

Gold Standard Framework in Palliative Care

This practice implements the above. “Going for Gold” is a Quality Improvement Programme in End of Life Care. This scheme hopes to enhance the care of severely ill patients and their families. They are able to make informed decisions about continuing care and further care if their condition deteriorates. Forms are available which, when completed, will enable the surgery, district nurses and other healthcare professionals, to be aware of the patient’s preferences for the future. The practice recently received an award for taking part in this scheme.

Temporary Wheelchair

Do you need a wheelchair? The British Red Cross can provide you with a short term loan of a wheelchair for up to three months to assist you during a temporary illness or disability. Telephone 01978 727438. They are open 9.30 am – 12.30 pm and 1.30 pm – 4.30pm Monday to Friday.

Handwash

Please use the handwash provided when entering and when leaving the surgery.

Dental Enquiries

For all dental enquiries please contact NHS direct on 0845 60101128

Patient Participation Group

This group, which endeavours to promote the well being of Borrass Park Surgery, continues to meet quarterly, usually on a Wednesday between 12 noon and 1 pm. Should any patient be interested in joining the group, in the first instance enquiries should be made at the surgery reception.

Proposed New Surgery

Efforts to establish a new surgery on land at Rhosnesni Lane continue. A public meeting was held on Wednesday, 7 December 2011 from 15.30 hours to 18.30 hours. Detailed plans were unveiled and explanations for various architectural designs were given by the architect. Local Councillors both County and Community attended. For any interested parties who were unable to attend, the plans have been on display at the Surgery since that date (in both the main building and mobile). There have also been forms available for residents to air their feelings.

At the moment the plans are with the Welsh Assembly seeking financial backing and hopefully will be presented to the Wrexham County Borough Council Planning Committee for their observations, in the near future.

Travel Vaccines

“Holiday Time” – if you are planning to travel abroad please give ample time (at least 6-8 weeks prior to travel) to arrange appointments as you may need a course of injections. Forms are available at reception to complete prior to making an appointment, this is to enable the nurses to collate the correct information. You should be aware that some charges may apply.

Protected Education Time

Most months the practice will be closed for an afternoon for staff training. The next three closures are Wednesday, 18 January 2012, Wednesday, 8 February 2012 and Wednesday, 7 March 2012. More dates to be confirmed.
