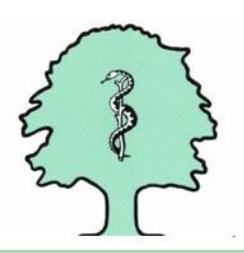


“A DOCTOR’S NOTE”

ISSUE 10

JULY 2013



Burnham Health

Centre

Opening Times

Mon-Fri

08:00-18:00

Burnham Health Centre

Minnicroft Road

Burnham

Bucks

SL1 7DE

Telephone

0844 477 3580

**For more
information on
services
provided at the
surgery visit**

www.burnhamhealthcentre.co.uk

CHANGES TO OUR APPOINTMENT SYSTEM

In order to try and better serve our patients, a new appointment system will be implemented at Burnham Health Centre from Monday 2nd September 2013!

The changes from the way we currently work will be as follows:

All of our daily appointments will be released at 08:00, afternoon appointments as well as morning ones and so there will be no need to call back at 13:30. Once all the appointments for the day have been booked, the duty doctor will only see or speak to those they consider to be emergencies.

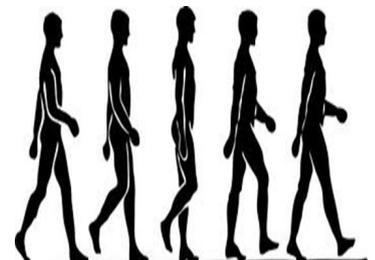
When you call you will be offered a choice between a telephone consultation and a face-to-face consultation. Many problems can be dealt with over the phone and do not require a face-to-face consultation with a doctor. If your problem is one of these, please opt for a telephone consultation and leave the face-to-face consultations for those times when you feel you need to see a doctor in person.



The Health Centre will be offering both a morning and afternoon express clinic. These will be short 5 minute appointments for those with a single acute problem (earache, colds, sore throat, conjunctivitis etc). These are for “On the day” problems and not for complicated problems or follow –ups. If you request one of these appointments but your problem is inappropriate, you may be asked to re-book. A number of appointments will be available to be booked up to 6 weeks in advance. These are for follow-ups when the doctor has asked you to return so that you can be seen. Not all follow-ups need a face-to-face appointment; many of them can be dealt with over the phone. Please check with

your doctor when they ask you to book a follow-up. These appointments will also be available for those with a non-acute problem such as medication reviews and chronic disease reviews.

Our aim is to reduce the number of walk in appointments. This is not because we don’t want to see you, but a reduction in the number of people that the doctors have to see face-to-face will result in an increase in the amount of time they have available for telephone consultations and therefore an increase in the number of people they can assist on a day-to-day basis. It also allows them more time with the patients with serious health issues who need to see them face-to-face.



Fed up of standing in a queue?

YOU DON'T NEED TO QUEUE UP IF YOU HAVE AN APPOINTMENT

Use our 'sign in computer screen' which is situated on the wall as you come through the second automatic door.

ITS EASY TO USE YOU JUST NEED TO GIVE YOUR NAME, DATE OF BIRTH AND PRESS ARRIVE ME!!

The Doctor or nurse will know you have arrived. Please take a seat.

SCRIPTS – HELP US TO HELP YOU

Thank you to all our patients who send their scripts in at least 2 WORKING DAYS in advance. Please keep up the good work!!!

IF YOU ARE RINGING FOR YOUR TEST RESULTS

Please ring before 11am or after 3.30pm please where at all possible.

**Not
Attending
For
Appoint-
ments**

Please call or contact us through the web site to cancel appointments if you are unable to attend

WEBSITE

Please remember you are able to order prescriptions, update some of your details, cancel appointments and find our practice brochure on our website.

Please take a look - you can also forward your comments to the surgery from the site.

VISIT

www.burnhamhealthcentre.co.uk

PATIENT ACCESS

Burnham Health Centre will also be offering the possibility of booking future appointments online and also the management of your repeat medication. To be able to use this system you will need to be registered with Patient Access. You can do this either online by going to <https://patient.emisaccess.co.uk> or by asking to register at reception where you will receive a document with all your login details on it. To have your account activated you will have to present at reception with at least one form of photo ID. Due to patient confidentiality rules within the health service we are unable to register anyone for Patient Access without Photo ID.

ARE YOU HAVING YOUR SMEARS TAKEN PRIVATELY?

IF SO WE NEED TO KNOW

Please make sure you tell your consultant to send us a copy of your results so we can keep your medical records up to date.

IF YOU DO NOT WANT YOUR SMEARS HERE – WE NEED TO KNOW

By filling in a disclaimer letter (you can get these from reception, or email and request a form to be sent to you www.burnhamhealthcentre.co.uk)

DO YOU NOT WANT YOUR SMEAR DEFERRED?

We can also DEFER your recall till the next time the NHS send you a reminder. Please REQUEST a DEFER FORM and once we receive this FROM YOU your recall letters will stop till the next time you are recalled in the future.

VERY IMPORTANT – EARLY RECALLS

I HAD MY SMEAR DONE AT THE PRACTICE AND HAVE A LETTER SAYING I NEED ANOTHER SMEAR TO BE TAKEN SOONER THAN MAY NORMAL RECALL DATE – PLEASE MAKE SURE YOU BOOK THAT SMEAR EARLY.

BP/BMI Machine

We have installed a new machine in the reception, this can be used to measure your height, weight and blood pressure. It will help the nurse or doctor, if you are attending for a review or have not had these measured in the last 9 months to come in a few minutes early and use the machine before your appointment.

Please write your name and date of birth on the printout.

Slough Walk-in Health Centre

The following services are available to patients who are not registered at the Slough Walk-in Health Centre:

- Access to GP & nurse appointments, 7 days a week 8am-8pm
- Phlebotomy (blood test) clinic - Mon to Fri 8-10am
- Emergency contraceptive services
- Minor illness
- Minor injury

To book a general GP/nurse appointment or a specialist clinic appointment, telephone the Health Centre on:

01753 635505

ORDERING REPEAT PRESCRIPTIONS

Please remember that we are unable to take repeat prescription requests over the telephone. This is for medico-legal reasons. You can order repeat prescriptions at the front desk, by fax, by ticking the items that you want on the right hand side of your current script and posting it in either the internal or external mail boxes at the practice or via the internet. It is a not a good use of a doctors time if you book an appointment just to get a repeat prescription as there are a number of other ways of obtaining one as outlined above.



Extended Hours

A reminder to all our patients that we are open for extended hours on a Friday morning between 7am & 8am, alternate Saturdays between 7:45am & 10:15am and we open for evening surgeries on either a Monday, Tuesday or Wednesday between 6:30pm & 8pm.

These appointments are only bookable in advance, any urgent cases will still need to contact the Out Of Hours service