

Panton Practice Newsletter

Produced by the Patient Participation Group (PPG)



IMPORTANT SURGERY NEWS!

**THE SURGERY WILL BE CLOSED FOR TRAINING PURPOSES ON THURSDAY
16th June 2016 BETWEEN 1.30PM AND 4.30PM**

IF YOU REQUIRE MEDICAL ATTENTION DURING THIS TIME AND CANNOT WAIT FOR
THE SURGERY TO REOPEN, PLEASE TELEPHONE THE 'NHS 111 SERVICE' ON 111

The Practice Extended Opening Hours

Please note Extended Opening Hours appointments are primarily provided for those patients who work and find it more difficult to attend during normal office hours.

This surgery offers late evening and early morning additional sessions for pre-booked routine appointments. To book any of these appointments by telephone, call the surgery.

These sessions are held at the following times:

Tuesday: Gervis Road Surgery:
7.00 - 8:00am

Thursday: St Leonard's Road
Surgery: 6:30 - 8:00pm

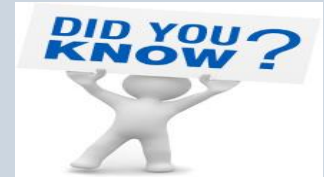
MISSED APPOINTMENTS

If you are unable to make your appointment please let us know by telephone or text as soon as possible. Please help us to use our clinical time effectively. We have, on average over 30 non-urgent routine appointments lost each week as patients either forget or do not inform us in time. This is around two whole sessions (360 minutes or 6 hours!!) of the doctor's time each week, often more!



HELP US TO HELP YOU

Many requests received each day for 'Emergency' or 'Same Day' appointments do not always clinically require a visit to the GP. Coughs, colds, sore throats and earache are all normally self-limiting illnesses and the majority of the time your body will get better on its own, without requiring a trip to see your doctor. Ask at the chemist / pharmacist for something to help control your symptoms. **Antibiotics will not make you better any quicker.**



Online you can find:

Patient Registration

Repeat prescriptions

Book an appointment

Online services to register for
'Systmonline'

Contact details/next of kin

Useful numbers

Accountable GP

Joining the PPG

For Carers – help information
and support

Many other key information
titles

There is also a Live Well link
which covers:

- ❖ Child health
- ❖ Men's Health
- ❖ Women's Health
- ❖ Featured Topics – group topics
- ❖ Special reports
- ❖ Common health questions
- ❖ Conditions A to Z
- ❖ Live Well topics A-Z

www.thepantonpractice.co.uk

AN OPEN LETTER TO ALL OUR PATIENTS FROM THE PPG



CONTACT INFORMATION



14 Gervis Road
BOURNEMOUTH BH1 3EG
Tel: 01202 411700
Fax: 01202 411709



20 St Leonard's Road,
Charminster,
BOURNEMOUTH BH8 8QN
Tel: 01202 411700
Fax: 01202 541249

Web Site:

www.thepantonpractice.co.uk



REMINDER

Please remember to hand in your prescriptions in good time, allowing the 2 days for completion of items which are on repeat and an extra day for items which are not on repeat. Patients are welcome to use our online service on:
www.thepantonpractice.co.uk



Phlebotomy Clinics

Please note we do NOT undertake blood tests within the surgery except for specific diabetic patients and those urgently referred by a GP.

Patients can choose to attend either the Royal Bournemouth and Christchurch Hospitals or Poole General who operate clinics as follows:

Bournemouth Hospital 8.00am - 4.30pm
Monday to Friday

Poole Hospital - please call 01202 448087 for an appointment.

Christchurch Hospital 9.00am - 3.30pm
Monday to Friday

In addition, Shelley Road operates a 'by appointment' clinic with whom we have allocated slots.

Please speak to reception if you wish to use this service. Please note: appointments are NOT valid without a TEST REQUEST from your GP.

If you would like to know a little more about the Group then ask at Reception for them to put me in touch with you or vice versa. We also need members for the 'Virtual Group' which means you will need to have internet access and will receive email updates and occasional questionnaires. You can also find our PPG link on the Practice website. Best wishes from the Group who hope to meet you soon.

Jenny Furler (Chair)



Teaching Practice

We will be having 2 new registrars in August assigned to Dr King and Dr Marshall and will they will be with us for 1 year.

The practice has been a teaching practice since 1980. In order to become a partner in general practice, specialised vocational training is necessary, lasting a minimum of three years from qualifying. Prior to being appointed as a general practice principal it is necessary to work for 12 months in an approved training practice. Many of our patients will fondly remember, and be grateful for, the services of the young doctors with whom we have had the privilege of working with over this time.

Sometimes a consultation will entail having two doctors present and, on occasions, consultations may be recorded on video tape. Your permission is always requested beforehand and no offence will be taken should you prefer not to participate.

During their final year, senior medical students are sometimes attached to the practice to gain experience of medicine outside the hospital setting. They will participate in consultations only with the patient's consent.