

Staffing changes

Dr Vincent left the practice at the end of March 2015 and Dr Ruth Turner has now joined the practice as a partner. Dr Yulia McManus joined us on 1st April 2015 as a salaried doctor. Dr Rebecca Phillips, our GP Registrar, has replaced Dr David Steadman and Dr Adeel Hussain who have both moved on to continue their GP training. Lisa Thorne has now left our reception team after many years' service. We wish Lisa all the best for the future.

Thank you from Dr Vincent

"I would like to say a huge thank you for the overwhelming number of cards, letters, presents and best wishes which I received prior to me leaving Burbage Surgery. Due to the amount I'm afraid I'm unable to reply to each of them individually. As a result I'd like to take this opportunity to say how incredibly grateful and amazed I have been at the quantity and generosity of your comments. It was very hard saying goodbye to so many of you in such a short space of time. With Burbage Surgery being such a huge part of my life for the past 12 years, I'm sure the surgery and it's patients will remain with me for a very long time."

Christmas Raffle

The PPG committee has received a letter from Norman Bell, of PROSTaid, thanking them for £430 donation from the proceeds of the Christmas raffle.

On line Access

All patients requesting on line access will now be required to complete an application form and provide proof of identity. We will require one form of photographic identification and one proof of address in order to be able to process your application.

Clinical Trials

Clinical trials of new medicines are often a way of offering patients brand new, not yet available treatments for different conditions. They are an essential way of testing the effectiveness of new medicines under close supervision. These new medicines will have been under development for several years and already tried by hundreds if not thousands of patients in earlier trials, so will be proven to be safe and effective. All of our trials are fully ethically approved, adhere to strict guidelines and are purely voluntary on the patients' part. We are currently looking for volunteers to take part in COPD, Type 1 and Type 2 Diabetes, Moderate to Severe Asthma and newly diagnosed Atrial Fibrillation studies.

For more details or an informal chat about any of our important research studies, please contact Mick Walker, Study Co-ordinator, at the main surgery (tel 01455 634879, mick.walker@burbagesurgery.co.uk)

Patient Participation Group Report

Our PPG produced their annual report and action plan that this year was taken from responses to the Friends and Family Test introduced in December 2014. Copies of the report are available at the surgery and on our surgery website. PPG priorities for the coming year will focus on working with practice regarding:

■ Redecoration of Premises:

The practice has obtained quotations for the redecoration of all clinical and patient areas at both sites and has now given instruction for this to be undertaken as soon as possible. The redecoration of our surgery premises will freshen up areas of the surgery accessed by patients and will make the surgery environment more pleasant both for patients and staff. Work is due to commence in August 2015

■ Premises Development:

Ongoing discussion between Practice, PPG and local authorities. The practice has had significant plans for expansion over the last 10 years but has been unsuccessful in obtaining and retaining funding to support the development. The practice has recently been successful in submitting a bid for a share of available funding from the Primary Care Infrastructure Fund that will support the expansion of the premises and enable us to meet service expectations. The practice, with the support of the PPG, will be engaging in further discussion with NHS England throughout the year to finalise plans.

■ Appointment System with a particular focus on the delivery of same day appointments and increased capacity of pre-bookable appointments:

We have made significant changes to our appointment system from 5th May 2015. We felt that these changes were necessary in order to avoid congestion in our waiting area and on our car park and to ensure the safety of our patients at all times. From this date we have changed the way we deal with routine requests for same day appointments with a Doctor and are no longer offering Open Access Clinics each morning at Burbage Surgery. In doing so, we are hoping to be able to provide more routine bookable appointments with our Doctors that may be booked in advance.

How does the new appointment System work?

All requests for routine same day appointments should be made by telephone before 10.30 am and will be dealt with initially by one of our Nurse Practitioners. Our Nurse Practitioners can deal with an extensive range of conditions and will try to deal with your problem. If after speaking to you, it is necessary for you to be seen by a Doctor on that day, we will make arrangements for you to be seen at a mutually convenient time.

Requests for a telephone consultation with a Doctor should be booked in a routine surgery wherever possible. Any same day requests for telephone calls with a Doctor will also be triaged by one of the Nurse Practitioners. If it is necessary for you to speak with a Doctor, we will make arrangements for you to do so. An emergency service will be available after 10.30 am each day.

Our routine prebookable appointments have now been split into some that may be booked more than week in advance, some 7 day bookable and 2 day bookable appointments.