

# *The Croft Surgery, Kirkbride*

## *Newsletter Spring 2015.*

### **Family and Friends Test**

This is a new Government initiative, which began in December 2014. It is your way of telling us your views about your latest visit, and our services.

#### **YOU SAID - WE DID**

- 1 We have recently been asked to provide name badges for the team and these are now in place.
- 2 We were also asked about making more nurse appointments available, and from March Deborah Sloan will join the team as a Healthcare Assistant.

**Prescription Delivery service.** We are pleased to offer this service to those who are unable to come to the surgery to collect a prescription. You will need to telephone us to request this service. The delivery day is THURSDAY between 10am and 2pm. The surgery require 48 hours notice for this service, so you would need to contact the surgery by the Tuesday .

**Protected Learning Time.** These are times when the surgery staff have meetings and do their training. They occur one afternoon each month. The next protected learning times are March 19th, April 16th, May 13th, June 18th, July 8th, September 17th, October 21st and November 19th when the surgery will be closed from 1pm.

**Easter.** We close on Good Friday, April 3rd, and re-open on Tuesday April 7th.

### **Other Services offered by our Surgery**

Implants, minor surgery, travel vaccinations, coils, ante and post-natal care.

**The Patient Fund.** This fund has recently been used to purchase a Dermascope which is used for closer examination of skin conditions. Doctor Hewson has a special interest in this area.

**Our Website Services** [www.kirkbridesurgery.org.uk](http://www.kirkbridesurgery.org.uk) You can order prescriptions, book appointments and source information about the practice.

## **Opening Times 8am-6.30pm Monday to Friday** We run

- an open surgery daily from 8.30 to 10am
- On the day appointments
- Morning and afternoon appointments
- Nurses' appointments

We audit missed appointments monthly, and put a notice in the waiting room stating how many minutes have been wasted

## **The Surgery Team**

Dr John Noblett

Dr Elspeth Swan

Dr Matthew Barber

Dr Josephine Hewson

### **Practice Nurses**

Sue Clarke, Jackie Thompson

**Healthcare Assistant** (from March 2015) Deborah Sloan

**Practice Business Manager** Joanne Paisley

**Practice Admin Manager** Mary Stamper

### **Reception Team**

Clare Lightowler, Sandra Clarke,  
Samantha Willis, Karen Rudd

**Dispensary Team** Michelle Coulthard, Myra Robertson, Karen

**We will be sad to see Dr John Noblett leave the Practice in July 2015 , but are lucky to have Dr Peter White join us in October 2015.**

## **The role of the Healthcare Assistant**

Deborah will do blood tests and other routine procedures which may be required before another appointment or prior to a referral.

## **Members of the Patient Participation Group**

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And surgery representatives Elspeth Swan, Mary Stamper, Sue Clarke

