

What's Up Doc?

Autumn 2008 Newsletter



BOWLING HALL
MEDICAL PRACTICE



Congratulations!

Many congratulations go out to Dr Nix and her family on the birth of Noah weighing in at 9lb 14oz. Noah was born on the 26th August and mother and baby are both doing well.

Hot Tip

Want to automatically receive this newsletter electronically? Log on to www.bowlinghallmedicalpractice.co.uk to find out how.

Flu clinics

Don't miss out on your flu jab. Find out if you are 'at risk' by speaking to

one of our helpful receptionists and book yourself into one of the following clinics:

Friday 10th Oct -am

Thurs 16th Oct –

am (Tyersal Pharmacy)

Sat 18th Oct – am.

Don't put yourself at risk – get yourself jabbed!!

Telephones

In response to many of your requests, we plan to trial a new phone system. The number will remain unchanged at 224888, but there will be a call waiting system implemented. Please let us know your experience of it. We would still ask you to ring for appointments in the morning, and results and enquiries in the afternoon as most of you currently do.

Did You Know?

We now offer late night appointments

for those of you who work and cannot get to our routine surgery times. As with many appointments, these can be booked in advance. Please note that these are for routine appointments only, *not* emergencies.

Referrals

The government are very keen to ensure that all patients who are referred for further health needs by their GP are offered a choice of appointments. From this autumn, all patients who are referred to the hospital will be given this choice during their consultation. The doctor or nurse will discuss the options with you to enable you to make an informed choice and assist you with your health requirements.

What's up Doc?

Chronic Kidney Disease

Each human kidney has approximately 1.5 million individual filtering units which act to remove waste products from the blood in urine as well as maintain adequate amounts of water within the body. In everyone, these 'filters' tend to become less effective from the age of 30, but as there are so many, no ill effects result. Certain illnesses such as diabetes and high blood pressure and some medications can speed up this process. A blood or urine test can detect kidney impairment and there are tablets available to protect the kidneys. Annual monitoring is important.

Zero Tolerance

It is with regret that we bring up our zero tolerance policy. We at Bowling Hall value

our staff hugely and have worked hard to create an enjoyable and safe working environment for all. We will *not* accept any abuse directed to our staff. The use of aggressive tones and foul language is likely to render the offender to be removed from our list of patients. If you are dissatisfied with any aspect of our practice, we would ask you to discuss your concerns with our Patient Services Manager who can be contacted via reception.

The 'Interweb'

Want to know how to request your repeat medications on line? Want to subscribe to this newsletter via email? Ever wondered what our practice statement was? Then log on to.

www.bowlinghallmedicalpractice.co.uk to find all this and more!

Up to Date

The practice of medicine is forever changing. You may not know but all doctors have to maintain their level of up to date knowledge by attending courses, learning about new treatments and guidelines and performing audits. An audit is a small study which strives for best practice and looks at ways to improve our service to our patients. Occasionally you may be asked to participate in an audit. This decision is voluntary, but now you know that by agreeing, you are helping us improve our care for our patients.

Did Not Attend

70 people did not attend their appointments in September. Please let us know if you are unable to make your appointment so that someone else can have it.

