

# What's Up Doc?

Spring / Summer 2009 Newsletter



**BOWLING HALL**  
MEDICAL PRACTICE

## **Congratulations!**

Many congratulations go out to Dr Caris and his family on the birth of James William on 19<sup>th</sup> March, weighing 8lb 10oz. Mother and baby are both doing well.

## **Hot Tip**

Want to automatically receive this newsletter electronically? Log on to [www.bowlinghallmedicalpractice.co.uk](http://www.bowlinghallmedicalpractice.co.uk) to find out how.

## **Welcome**

We welcome Dr Ninan who has joined the practice from February. Her working pattern together with our other doctors can be found overleaf.

## **Telephones**

Our trial continues of a new phone system that enables a call waiting

service. So far we have received mainly positive responses as people ringing in to the practice should no longer get an engaged tone at busy periods. Please continue to 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**

All patients who are referred to the hospital will be given a choice of where to be treated 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. The receptionist will then continue to arrange your appointment with you – all in one visit!

## **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 go to [www.bowlinghallmedicalpractice.co.uk](http://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 and nurses have to maintain their level of up to date knowledge by attending courses, learning about new treatments and guidelines and attending training sessions. Please note therefore, that every third Wednesday afternoons of the month, the practice will be closed for training. Any urgent medical needs will be dealt with by ringing our usual number and following the instructions. Reception services will also be unavailable for 2 hours over lunchtime every 2<sup>nd</sup> Wednesday of the month.

### Did Not Attend

**116** people did not attend their appointments in Feb. This equates to more than **20 hours** of wasted

appointments!

Please let us know if you are unable to make your appointment so that someone else can have it.

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### Racing for Life

Lister Park will see many of the doctors and staff running a 5km course for cancer charities. If you want to donate to the cause, please see the collection box at reception.

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### Who works when?

The table below shows who is usually available for appointments in the week. Please note that these may change at short notice and do not reflect other work our doctors do during the week.

### Our Thanks

Many thanks to all of our patients who have allowed 'tomorrows doctors' to observe their consultations. Medical students gain a huge amount of knowledge and experience from witnessing these consultations.

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### Its all in the detail!

Do we have your correct details? Could we contact you if you need urgent care? Please make sure we have your correct address and telephone numbers for our records.



	<u>Mon</u>		<u>Tue</u>		<u>Wed</u>		<u>Thu</u>		<u>Fri</u>	
	<u>Am</u>	<u>Pm</u>	<u>Am</u>	<u>Pm</u>	<u>Am</u>	<u>Pm</u>	<u>Am</u>	<u>Pm</u>	<u>Am</u>	<u>Pm</u>
<u>Dr Dewhurst</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>					
<u>Dr Nix</u>	<u>Yes</u>	<u>Yes</u>			<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>		
<u>Dr Caris</u>	<u>Yes</u>	<u>Yes</u>			<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>
<u>Dr McFadden</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>					<u>Yes</u>	<u>Yes</u>
<u>Dr Ninan</u>			<u>Yes</u>	<u>Yes</u>	<u>Yes</u>				<u>Yes</u>	<u>Yes</u>
<u>Judith</u>	<u>Yes</u>	<u>Yes</u>			<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>		