



Harbury Surgery Newsletter

Summer 2011



Opening Hours



for Bank Holidays on Monday 30 May and on Monday 29 August. Please order medications in good time and remember to pick up before the holidays.

Staff News

Karen has joined us on reception, working Tuesdays, Wednesdays and Fridays and helping with holiday cover.

Carers News

Carers Support Service is offering a **free training course on Confident Caring**. It is open to all and consists of two hour sessions over four weeks. You can attend all of them or just pick the ones that interest you. The sessions are entitled Finding Your Way/Caring and Coping, Caring and Me/Caring and Life, Caring Day to Day and Caring and Resources/Caring and Communicating. The feedback from carers who have already attended has been very positive. For more information please contact kath@swcss.org.uk or hillary@swcss.org.uk or telephone 01926 485486.

Carers Week is another very worthwhile event for carers running across the district from Monday 13th to Friday 17th June 2011. Advisors from South Warwickshire Carers Support Service will be on hand at the following venues to answer any questions and provide information:

13th June – Stratford Garden Centre – stand open 10am-4pm

14th June – Warwick Hospital (near Outpatients Dept) – stand open 9.30am-3.30pm

15th June – Stratford Hospital (beside the café) – stand open 9.30am-3.30pm

16th June – Royal Priors shopping centre – outside the GAP store – stand open 10am-4pm. All family carers registering on this day will receive a complimentary 'Costa' coffee/tea. Rethink will be there from 12pm-4pm as well.

17th June – Morrisons at Stratford (at the entrance) – open 9.30am-4pm.

There is also a **Health and Wellbeing Day on Thursday 9th June 2011** at Stratford Civic Hall from 10.00am -3.00pm.

- Refreshments provided.
- Free Transport available from Southam and Leamington
- Please call 01926 485 486 to book a seat.

This event will include taster sessions, manicure, massage, reflexology, bloodpressure checks, nutritional advice.



If you help care for a relative, friend or neighbour, please register with the Practice – forms are available in the waiting room, or phone us on 01926 612232 and we can post one out to you.

Missed appointments

In the quarter January to March a total of **21 hours and 40 minutes** in clinical hours were lost as a result of patients not attending their appointments and not cancelling. **Please cancel if you cannot attend your appointment.**



Staying Safe in the Sun

We have already been enjoying lovely weather this Spring and if it does continue, please think about staying safe in the sun.

- Drink plenty of fluids and avoid alcohol.
- The sun's rays are at their strongest between 10am and 4pm, so avoid being in the sun at these times.
- Use a broad spectrum sun cream with an SPF of at least 30. Broad spectrum suncreams block both UVA and UVB rays.
- Protect your face and neck by wearing a wide brimmed hat with a neck flap at the back.
- Adopt the Australian way 'SLIP, SLOP, SLAP' – slip on a shirt, slop on some suncream and slap on a hat, all before you go outside.
- Don't forget to protect your eyes by wearing sunglasses that block 99% to 100% of UVA and UVB rays.
- The incidence of melanoma, the most serious type of skin cancer, continues to rise.

The GP Patient Survey

A patient satisfaction survey was undertaken by Ipsos MORI throughout the year January – December 2010. Below are some of the questions asked and the answers our patients gave:

- patients ability to book appointments on the same day, or within 2 days – 88% of our patients could
- patients ability to book appointments more than 2 days in advance – 90% could
- how easy it is to see your preferred doctor – 83% could see their preferred doctor always or a lot of the time
- ease of getting nurse appointments – 80% found it very or fairly easy
- ease of getting through on the phone – 86% found it very or fairly easy
- satisfaction of surgery opening hours – 81% were very or fairly satisfied
- satisfaction of care received – 95% were very or fairly satisfied

We did better than the Warwickshire PCT average and better than the National average in virtually all areas. If you would like to see the full results, please go to www.gp-patient.co.uk/results.