

❖ Best Wishes and Thank You



The most important news from the Grosvenor team is that our longest serving Receptionist, Jean Pouley, is about to retire from her post. For 23 years she has been a valued member of our team, and looked after our patients here at Grosvenor.

Jean was the original prescription delivery service, having taken scripts for patients from the surgery to the village for years. Her favourite times are maternity and baby clinics and she is often covering reception and looking after babies and children whilst their mothers are being seen.

She has also run our diabetic clinics for the last 10 years, managing many patients in multiple directions whilst keeping on top of the organization of the morning, with a smile!

Jean is kind, considerate and always willing to help others, and we her colleagues will miss her cheery demeanour, witty stories and willingness to volunteer.

Thank you Jean and best wishes for a long and happy retirement from us all.

❖ Healthy Men

A group of patients we don't often see are healthy men, so we thought we would highlight Health Screening we offer here at the Surgery.

Both the Doctors and Nurses are happy to discuss aspects of preventative medicine and healthy lifestyles.

We offer these tests:

- Blood Pressure measurement
- Weight and waist measurement
- Cholesterol testing
- Diabetes testing
- Urine test for kidney disease
- PSA or prostate test for men >50
- Depression Screening
- Estimate Risk of Heart Disease
- Lung Function Testing

We have links to many of the Gyms locally and can recommend exercise scripts, at reduced rates.

If you would like to come for screening, please do make an appointment with Reception.

❖ It's FLU time again!

All patients over 65 years of age are encouraged to attend one of our Flu Clinics for vaccination.

Also patients, including children, who have a chronic illness, like asthma or diabetes.

We have a number of sessions available, both during the week and on Saturday mornings. All you need to do is contact Reception and book an appointment.

If you would like more information about Flu please give me a call.

Bridget Playfair

❖ What you think about us!

Thank you to all of our patients who took part in our annual Patient Satisfaction Survey. Each year we carry out a nationally recognised survey of our patients views.

It is good to hear that the majority of you appreciate the service you get from all the staff here at Grosvenor. We usually attain very high scores across all areas and this year was no exception.



However, what we are most interested in is what we could do better, and waiting time was top of your list.

So why does it happen and what are we doing about it?

Our main objective is looking after people who are unwell. This may mean that we have to telephone hospital doctors or ambulances in the middle of surgery. It may require giving someone more than their allotted time.

So, whilst we will do our best to make sure you are not waiting too long, the most important thing is that everyone has the time they need, whilst in consultation with the clinicians.

We are however, currently trialling a new appointment schedule which allows for extra time to catch up when one of the GP's or nurses has spent longer than anticipated with a patient.

We will continue to review our procedures and monitor our waiting times.

If you have any suggestions or concerns please contact our Practice Manager, Rachael Eade.

❖ Appointments

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	Dr Howse	Dr Howse Dr Davidson	Dr Davidson	Dr Davidson	Dr Howse	Workers appts 2 Saturday mornings per month
PM	Dr Davidson	Dr Head	Dr Davidson	Dr Howse	Dr Howse	

All surgeries are by appointment.

Routine appointments can be booked up to 6 weeks ahead, **or** on the day by telephoning reception at 8.00am.

If you have an urgent problem please, inform the receptionist to arrange an appointment, usually at the end of the surgery as an **emergency**.

If you think your problem can be discussed over the **telephone**, please leave your contact details with reception, and the doctor will call you back after surgery.

For those people who work full-time and find our hours difficult, we have some **workers** appointments available either early evening, or some Saturday mornings.

Please ask the Receptionists for details.

Other News

❖ **Dr Fraser Head** is now working with us on Tuesday afternoons. Fraser has been working in Bath for many years. We welcome him to our team.

❖ **HPV Vaccine** (to prevent cervical cancer) will soon be available for 17/18 year olds girls. Our younger girls will be vaccinated via school programmes.