



# SURGERY NEWS

Spring Edition - 2015

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## Patient Participation Group

From April 2015 the surgery has to have a Patient Participation group (PPG) so that we can seek views from our patients on the services we provide and make changes that would benefit the practice. We need patients to volunteer either to meet face to face with practice staff at mutually agreed intervals or we could have a 'virtual PPG' which we would operate through email networks and social media.

If you would be interested in helping us please inform reception in the first instance and the Surgery Office Manager, Sam Richards, will contact you. Your help would be very much appreciated.

### Staff Changes

Andrea Smyth-Managing Partner will be retiring on 5 June 2015.

She has been Manager at this practice for 23 years and has taken the surgery through many changes. Andrea says that she has enjoyed working at Adelaide Street Surgery and she will miss her colleagues and the patients but it is time to start enjoying time with her 3 grand daughters and 2 more grand children due this year. She would like to thank everyone for supporting her over the years.

Her replacement is Sam Richards, Office Manager, who has worked at the surgery for many years 1 day per week alongside Andrea. She will be starting her new role on 8th June 2015 and she will be at the surgery 5 days a week.

## HAYFEVER

Hay fever is caused by an allergy to grass or pollens.

Common symptoms are a runny and itchy or blocked nose, sneezing, itchy and watery red eyes and an itchy throat. In some cases only nose symptoms occur, and in some cases only the eye symptoms occur. The commonly used treatment options for hay fever are antihistamine tablets. These are available over the counter at chemists and supermarkets. Other treatments are available on prescription for severe cases. If you suffer from this condition and have had prescriptions previously you may not require to see the Doctor. Ask the reception if you can order a prescription.



### Friends and Family Questionnaires

Can we ask you to complete a Friends and Family questionnaire when you have visited a clinician and give your views about the practice. You do not have to give your name and the form is posted in the blue box in the waiting room. The practice have to collate the numbers every month and note and action any comments

Many thanks

#### Surgery Hours

Just a reminder that surgery hours are Monday 8.30-6pm.

Any phone calls outside those hours will direct you to alternative services.

Childrens Surgery is by appointment every afternoon from 4pm for acute illnesses only.

You can book an appointment on line or order your prescriptions on line. Please ask reception for information.