

DRS HILLIER & SUKUMAR
SPRING
NEWSLETTER



DRS. HILLIER & SUKUMAR NEWSLETTER

Contact Telephone Numbers

Rawmarsh 01709 522022 Thorpe Hesley 01142454505

E-Mail Address www.highstsurgery.co.uk

The Doctors now working at our practice are:-

Partners:-

Dr. M. J. Hillier
Dr. S. Sukumar

Salaried G.P`'s

Dr. R. Hirst
Dr. H. Mills (On Maternity Leave)
Dr. J. Byford

Surgery Opening Times

Rawmarsh

Monday 07:00am – 18:00pm
Tuesday 07:00am –18:00pm
Wednesday 08:30am –18:00pm
Thursday 07:00am – 18:00pm
Friday 08:30am –18:00pm

Thorpe Hesley

Monday 08:30am - 18:00pm
Tuesday 08:30am - 18:00pm
Wednesday 08:30am - 18:00pm
Thursday 07:00am - 12:00pm
Friday 08:30am - 18:00pm

For emergency treatment out of hours please contact 111

If your condition is life threatening please ring 999

Any minor ailments may be dealt with at your local pharmacy

Bank Holiday Closure

The Surgery will be closed for Spring Bank Holiday as follows:-

Rawmarsh

Friday 22nd May 2015 at 6:00pm until Tuesday 26th at 07:00am

Thorpe Hesley

Friday 22nd May 2015 at 6:00pm until Tuesday 26th at 08:30am

CHANGES TO OUR PRACTICE

Dr Mills who works with our practice on a Monday has now left to go on Maternity Leave and will be back with us from 1st February 2016.

Dr Waseem who was our Long Term Locum has had to leave us with regret from the end of February 2015.

During the next few months due to holidays and the shortage of doctors, we are trying to recruit locum doctors to help us to provide a full service of clinics for our patients. During this time you may not be able to see your usual doctor, and we apologise for this. Unfortunately there is also a national shortage of GP's, and our practice along with all the others in Rotherham are finding this very difficult.

Because of the above difficulties in obtaining doctors the Practice are trying new ideas to help with this problem.

Telephone Consultation Appointments

Telephone Conversation appointments, are one of the things we are trying. This is where a patient thinks their problem does not need to be dealt with face to face with a GP. The GP will ring you back to discuss this with you (Sick Notes, Medication, Results, etc.). However if it is found that the patient needs an appointment, then this will be made for another day.

ON LINE ACCESS

We have had a lot of patients who have now registered for accessing appointments on line and also ordering their prescriptions on line. Any patient who wishes to arrange this please ask at reception. You will need to bring some form of ID to show the receptionist to obtain your personal log in details. You are only allowed to collect your own access information, and not for other family members or friends. Carer`s can collect details with written permission from the patient. Parents of children under 16 can also collect details for their children.

Clinics

The new clinics, (Drug Monitoring, Minor Operations, Long Term Conditions etc.), are now up and running.

Julie Brittain our Phlebotomist is now back at work and blood taking clinics are back to normal.



THE FRIENDS & FAMILY TEST

We now have the results from the 1st 3 months of this year, and the results are as follows:-

January 2015

Responses received for this month was 41. The results of these were as follows:-

29 Patients were Extremely Likely to recommend our practice to a Friend or Relative

11 Patients were Likely to recommend our practice to a Friend or Relative

1 Patient did not know

Comments received from patient were positive, and has given a moral boost to all staff. There were no negative responses

February 2015

The responses receive this month was only 11. The result of which are as follows:-

7 Patients were Extremely Likely to recommend our practice to a Friend or Family.

3 Patients were Likely to recommend our practice to a Friend or Family.

1 Patient was Unlikely to recommend our practice to a Friend or Family.

We had 6 good comments and 2 Negative responses for this month.

March 2015

Responses received for this month was 35. The results of which are as follows:-

22 Patients were Extremely Likely to recommend our practice to a Friend or Family

THURSDAY AFTERNOON CLOSURES

Each month the surgery will be closed on a Thursday Afternoon for Training and Development of Staff. This is to ensure that the best possible care can be delivered to all our patients, and that the surgery is up to date with all the latest information to help patients with their care.

The Surgery will be closed from 12 noon on the following dates:-

Thursday 12th April

Thursday 14th May

Thursday 04th June

Thursday 09th July

Thursday 13th August

Thursday 10th September

Thursday 08th October

Thursday 12th November

Thursday 03rd December

Emergency Centre Rotherham

The new emergency Centre at Rotherham Hospital which is to replace the Walk in Centre in the town centre is planned to be ready for May 2017. We will keep patients updated on the progress of this

PATIENT PARTICIPATION GROUP

The Surgery has a Patients Participation Group who meet quarterly throughout the year, to discuss any ideas or changes, which may help the surgery. Please ask at reception or ring and speak to Julie Gordon if you would like to join this group. New members are very welcome to help bring new ideas to the practice and to bring new information they have to help make our surgery more efficient and better for patients.

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