



YELVERTON SURGERY

SPRING/SUMMER NEWSLETTER 2010



Welcome to the Spring/Summer edition of our newsletter. There are some introductions to new staff but sadly this goes hand in hand with some goodbyes to others who will be missed greatly by all the team. There is also information regarding the role of our receptionists and the types of queries they can help you with. We have also included some details regarding the National Bowel Screening programme and our Saturday morning surgeries...

Dr Liz Mallaband will be retiring at the end of July following 18 years as a partner here. She has written a few words for us...

"Yelverton Surgery has been a fantastic place to work and I will miss the staff and patients greatly. It has not been an easy decision to retire but it feels the right time for me and after 34 years in medicine I am looking forward to hanging up my stethoscope. I have a lot of other activities which I wish to pursue and as my husband works in London most of the week, I am looking forward to spending more time with him. I hope my tennis and French will improve and I will be able to give more time to my role as school governor."

We all wish Dr Mallaband a long and happy retirement!

Meg Burnie (practice nurse) retired at the end of March after 19 dedicated years giving excellent care to our patients and being a fantastic colleague. We will all miss her very much and hopefully she will be popping back to help us out from time to time! Enjoy yourself Meg!

We would like to welcome **Claire Forder** who joined us as Meg's replacement. She is settling excellently into the team and is working on Mondays, Tuesdays and



Thursdays. Claire will also be running regular Asthma clinics. Claire has joined us after 10 years working as a nurse in Derriford A&E where she specialised in Gynaecology and Paediatrics.

Dr Tazhid Ahsan left at the end of January following 18 months with the practice. We would like to wish him the very best of luck for his future career!



Dr Michaela Stoffregen joined us in January and will be with us until summer 2012 while she completes her GP training. She has written about herself for us...

"I am from a small town in the black forest region of Germany, which has many similarities with this beautiful part of Devon. After completing my education and graduating from the University of Mainz, I came to England in 2001. Happily I met my husband, Michael, who is also a doctor. Having worked in a variety of medical specialities I became a member of the Royal College of Physicians in 2007 and commenced General Practitioner training in Plymouth shortly after. I have gained postgraduate diplomas in children and women's health. My son Tobias was born in 2009 and since then I have combined the roles of a mother and a doctor, both of which I find equally challenging and enjoyable. I feel very privileged to train in this excellent friendly practice and look forward to my time with you in Yelverton ."

Dr Matthew Best will be joining the practice as a partner in August. Some of you may already be familiar with him as he did some locum work with us during the Autumn last year. We are very much looking forward to him being part of our team and will bring you more information when he arrives!

Welcome and well done to our two new receptionists, **Jodi** and **Pauline** who joined us in September last year. They are doing very well with getting to grips with lots of new things. However, it takes a long time to gain experience and we appreciate your patience and co-operation while they are still learning!



Receptionists

Our receptionists are able to help you with a number of things without you having to talk to the doctor, for example:

- Sick notes
- Queries about prescriptions
- Queries about referrals and hospital appointments
- Many other general enquiries!

Please do not be offended if the receptionist asks you for more information about your problem or offers to help you - the doctors have asked them to do this as it helps to determine the best way for you to get what you need and also gives the doctors more time to deal with patients who have more urgent or complex medical requirements.

YELVERTON SURGERY

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Prescription Charges

From 1st April 2011 the prescription charge will increase to £7.40 per item. A 3 month pre-payment certificate will increase to £29.10 and a 12 month pre-payment certificate will remain at £104.00.

Saturday Morning Surgeries

Our funding to provide Saturday surgeries is being reduced by nearly 40%.

We fully appreciate the value of this service for those patients in full-time employment or education and therefore we plan to carry on as normal. However, please note that the reduction in funds may result in clinics having to be cancelled at short notice, for reasons such as sickness, as it will no longer be possible for us to pay locum doctors to provide cover.

Due to the pressure on this service, we would also like to emphasise that Saturday mornings are only for those patients who cannot come to the surgery at any other time during the week. Please only make an appointment on a Saturday if this applies to you so that people who genuinely need a Saturday morning can be seen by a doctor.

Sadly, we reserve the right to cancel the Saturday surgeries if further cuts are experienced.



DID YOU KNOW?

The National Patient Survey showed that we are in the top 1% of doctors surgeries in the UK for providing excellent telephone access for our patients!

Bogus Callers

It has been brought to our attention that patients are receiving phone calls from callers fraudulently claiming to be from 'Yelverton Clinic'. The caller will either ask you questions regarding your health and lifestyle or will try and sell you products that will 'cure all your ailments'. This company does not have any connection with Yelverton Surgery.

If you do receive a sales call from this company, please do not disclose any personal details and if possible report the telephone call to the local Trading Standards office on 01752 304141.

National Bowel Screening Programme

Bowel cancer screening aims to detect bowel cancer at an early stage (in people with no symptoms), when treatment is more likely to be effective.

The NHS Bowel Cancer Screening Programme offers screening every two years to all men and women aged 60 to 69. If you are in your sixties, you will automatically be entered into screening, although it may take up to two years for you to receive your test kit depending on what area is being screened. People over 70 can request a screening kit by calling the free phone helpline 0800 707 6060.

You will receive an invitation and information about screening first of all and then about week later an FOB (faecal occult blood) test kit will arrive with instructions of how to do the test. We are not directly involved in the screening but we do get informed of every result and any non-responders.

Around 98 in 100 people will receive a normal result. Around 2 in 100 people will receive an abnormal result - these people will be referred for further investigation.

For further information visit www.cancerscreening.nhs.uk/bowel