



MINSTER SURGERY

PATIENT LIAISON GROUP

NEWSLETTER - February 2013

CHRISTMAS BAZAAR and RAFFLE

Thank you to everyone who supported us in our fund raising project and helped make the various events we held during 2012 such tremendous successes.

The prize draw was held at the Bazaar and the winner of the £100 cash prize was Mrs Britton from Minster, with the second prize going to a lady in Birchington and the third prize to someone in Westgate.

A full list of the 14 lucky winning numbers and prize winners are on display in the surgery, and we are pleased to say all prize winners have been notified and all prizes claimed.

CRYOTHERAPY PROJECT and PRESENTATION

A presentation was held at the surgery on Friday 14th December and the monies raised to fund this project were presented to the Senior Practice Partners; Dr C Crosfield and Dr M Elliott. Present were members of the group, prize winners and others that had made donations to the project.

The photographs show the presentation of the 'First Prize' of £100 to Mrs Britton; the presentation to the Senior Practice Partners and the assembled group.

We are extremely pleased to say that a contract has been placed and the new equipment been ordered, with a delivery and installation date week commencing 28th January.

Following commissioning and safety checks, the new treatment is expected to be available for Patients in early February.

The Senior Partners expressed their sincere thanks to all those who had contributed and made the project so successful, and welcomed the opportunity to provide yet another valuable service at the surgery.

NEW "SELF CHECK-IN" SYSTEM

The new computer system was commissioned successfully in December which enabled the new "Self Check-in" to be introduced.

With a very simple system based around one's date of birth, it has widely been accepted by patients as a quick and easy way of booking in for an appointment, thus preventing the need to queue during busy periods.

When checking-in to see a Doctor, the system will also advise patients of any undue delays in their appointment time.

INCLUDING:

NUMBER OF PATIENTS AHEAD OF THEM AND AVERAGE WAITING TIME!

But please remember, **ONLY 10 MINUTES** is allocated for a normal appointment, so please be aware of this when making an appointment, thus avoiding further delays and inconvenience.

Needless to say, there will always be a receptionist on hand if anyone requires further help, especially in the case of lengthy delays.

SURGERY TRAINING DAYS

Please note that the surgery will close at 12.00 Mid-day on the following days for the purpose of staff training:

Tuesday 19th February and Tuesday 19th March 2013

Should you need to see a Doctor during these times then please call "Doctors on Call" via the normal surgery number - 821333. Or you can also call "NHS Direct" on 0845 4647 for confidential health advice and information for you and your family. Thank you.

PATIENT GROUP MEETING

If you have any issues you would like to raise at our meeting in February or require further information on any of the above, then please contact

KEN SELF on Thanet 821200 or JEANNE LAWRENCE on Thanet 821049

AND FINALLY!

As this is our first newsletter of 2013 to appear in "Minster Matters"

We would like to wish all our patients and friends

***** A VERY HAPPY AND HEALTHY NEW YEAR*****