

January 2014 Surgery Newsletter

I hope everyone has had an enjoyable Christmas? Of course at the time of writing it hasn't actually happened yet and some of you may even read this before the New Year! In case you do, you should know that the surgery hours will stay exactly the same, opening at 8.00am and closing at 6.30pm, with the only exception being Christmas, Boxing and New Year's Day when we are closed all day.

I am very excited to be at the helm of the surgery and have had many ideas formulating in my head over the years. The latest one to come to fruition is that I have built a dedicated Facebook page for the surgery. If our patient population is similar to the rest of the UK, I would expect for around 4,000 patients to have Facebook accounts. Two thirds of these are likely to be under 45 years old, so what a great way to be able to communicate with patients who are lucky enough not to visit us much? And those that do too! If you have a Facebook account, all you have to do is search for 'Great Bentley Surgery' and 'like' the page. Alternatively, you can click on the link on our website home page. Please let as many patients as possible know about this by 'sharing' the page! I aim for around one message a week at the most, but will also use this to get important information to more patients more quickly. Don't worry, as I won't abandon this newsletter which I will still write every month!

I would now like to pass you on to our very first guest writer, Dr Freda Bhatti - Senior Partner.

Richard P Miller, Practice Manager



This month I have been asked by Richard, to be the first guest writer. He promises me he will ask each of my colleagues every month to write an article on their perspective as a member of our team at Great Bentley Surgery. This is a great idea and part of the changes being made at the surgery.

The last 18 months have seen the retirement of three doctors. It is a big change when a practice has one doctor retire let alone three! I must thank all our patients and staff for their patience and tolerance while we recruited new doctors, each understandably needing time to settle and adjust to a new practice. In fact for the first time at Great Bentley female doctors are outnumbering the male doctors two to one!

My own particular interest is in establishing a Patient Participation Group. As Richard mentioned in the last article we had our first meeting in November and were very pleased with the attendance. A committee has been set up and I am very grateful to Melvyn Cox for agreeing to be the Chair. Future meetings are likely to be on the third Thursday of each month and I would love to see as many of you there as possible. As a practice we need to communicate with our patients and listen to your ideas for change; how we can do things better to make a difference to the way we deliver healthcare to you. Equally as patients, you need to be aware of the changes both locally and nationally that are happening within the NHS that will affect the way in which your healthcare is delivered. The PPG is the forum in which we hope to allow that two-way communication for the benefit and success of Great Bentley Surgery.

Lastly may I wish you all a very Happy New Year on behalf of the team at Great Bentley Surgery!

Dr Freda Bhatti.