

## News from Holbrook and Shotley Surgery

**Goodbye and Good Luck:** I'm sure you'll all join me in wishing Dr David King a long, healthy and happy retirement. Dr King has been at the practice for 26 years and will be missed by both staff and patients alike. Dr Jonathan D'Souza will be joining us as a new GP partner on 1<sup>st</sup> October and will take on Dr King's patients from that day.

### Focus on Our Admin Team:

Patients rarely see or speak to our admin team but I can assure you they are busy in the background! We have five data administrators, a secretary and a general administrator who are overseen by an Admin Manager. Their job is to ensure that your medical record is summarised if you have moved from another practice then updated with hospital letters, results of blood tests, smears, x-rays, A&E and out of hours visits and information from a number of other units. They are also responsible for inviting you for your annual disease management checks and ensuring that these have been done so that the doctor can update your medication. Our general administrator deals with requests from insurance companies and solicitors for copies of medical records or to organise medical examinations. She also follows up on patients who did not attend their hospital appointment and processes new patient registrations and deducts those who are moving away. Our secretary types up letters to the hospital for advice on care and to refer patients to a specialist. Our Admin Manager not only oversees all these processes but also arranges the doctors' and nurses' rotas, makes claims for services provided outside our core contract and deals with all our IT problems. As you can see, a lot of work goes on behind the scenes!

### Training days

Our next training afternoons will be on 14<sup>th</sup> October and Thursday 12<sup>th</sup> November when we will be shut from 1pm. Please ring 111 for advice if your query cannot wait until the following day.

**Flu vaccination dates:** our flu days this year are on 30<sup>th</sup> September and 13<sup>th</sup> October at Holbrook and 8<sup>th</sup> and 22<sup>nd</sup> October at Shotley. If you are over 65, please note the dates in your diary and keep the date free. For those under 65 who have a respiratory or heart condition, an invitation letter will be sent once the criteria for this year has been established.

Julia Smith  
Practice Manager