

AMHERST MEDICAL PRACTICE WINTER 2012 NEWSLETTER

Welcome to this New Year and we wish all of our patients a healthy year. As ever the AMP team are here to look after you and we thank all of the patients who have looked after us over the Christmas period and ensured we have plenty of sweets and biscuits to go with our coffee. Your kind gifts are very much appreciated.

We start this year's newsletter with an important personal message from our senior partner

DR NEIL ARNOTT

After 32 years at the Amherst Medical Practice the time has now come for me to consider retirement. Over many years I have known numerous families associated with the Amherst Medical Practice and I hope that I have been of some help in the improvement and maintenance of good health to those whom I have had the opportunity and privilege to care for. I would also like to put on record how appreciative I have always felt from being one of a partnership of Doctors all of whom work with the single aim of developing a team of caring professionals to look after all of our patients in the best possible way, within the constraints of the National Health Service.

The Partners have been meeting to discuss plans for the future and with this in mind I am delighted to be able to report that Dr Richard Tosh will be replacing me with effect from the 1st October 2012. I will be retiring at the end of September but I am also delighted to be able to say there will be an approximately two month overlap, when I have the opportunity of introducing the new Partner to you whom I am sure you will all get on with famously. Richard comes from a non-medical background, but has had quite significant experience after his initial qualifications working as a salaried Doctor, both in Dartford and more recently Tonbridge. He is, like me, a resident of Ide Hill and he and his wife and three young children are very settled in the Sevenoaks area. He was delighted to be appointed Partner to replace me and I am sure he will be a very worthy successor.

As many of you will know my father, along with Doctors Archer and Lloyd, was in the Partnership before me and many of my patients have had the dubious privilege of being looked after by an Arnott for approximately 67 years. I am sure that a change of name will do everybody a power of good, and I would certainly very much wish all my patients to make the transition to Dr Tosh and I will do my best to introduce you where appropriate.

I am sure I will be writing again in the newsletter with updates, but may I end by thanking the excellent team who support me at the Amherst and I look forward to, with great enjoyment, the last spell of my professional career at the Amherst prior to many other, as yet uncharted, activities.

Other news continued overleaf

I would like to advise all Dr Arnott patients there will be opportunities during September for your personal farewells to Dr Arnott, so keep looking out for updates.

Updating your own information

As you are aware we maintain our data base of your mobile telephone numbers and e mail addresses. If you change these please can you let us know, you can always send an e mail into the practice for this purpose. We have had occasions of trying to contact

patients only to find that their details have changed so please remember to keep us informed.

Queuing

We are very pleased that this is improving and does allow some privacy at the desk. Please do remember to wait at the line even if there is no one at the desk the receptionist will call you forward when they are free. Do remember they could be on the phone or resolving a query. As soon as they are free you will have their attention.

Patient Participation Group

This is something new and we are seeking members for the group so if you are interested please ask at reception for more information. The group will meet monthly and supports and works with the practice team and can provide strategic input and advice. They are based on cooperation between the practice team and patients and they help to improve communication. If you would like to be part of this new group we would love to hear from you.

amherstmedicalpractice.co.uk

Do visit our website for general information, before you phone the practice you may find the answer on our web site. If the answer is not there do let us know we may be able to update it with relevant information.

Doctor Telephone consultations

Please use this service wisely; the aim is to save on face to face appointments so the telephone is usually for quick things where you think a consultation may not be necessary. This is an advantage of our personal list system your doctor usually knows you quite well so can often treat by telephone. If you are not sure if you are making the best use of the doctor telephone service please ask the secretary first. They may even be able to help on your behalf.

Prescriptions for re authorisation

Do speak to the admin team first we do have a fast track system and can usually advise if the doctor needs to see you. We aim to have any outstanding checks like reviews, bps or bloods all processed before your regular medication is re authorised.

We cannot improve if we are not aware of problems so do make sure we are made aware of anything that goes wrong for you or you are unhappy about.