



Drs. T.AWAN, M.WASHINGTON, J.PERKINS, M. MIZEN, V. ARISTA
Drs. L.APPLETON, J.CARTER, K.JENKINS, J.CAMPBELL
Neston Surgery, Mellock Lane, Little Neston, Wirral, CH64 4BN

Hello to you all

As the clocks go back and the long dark nights approach I reflect on another year almost gone.

Why do we never have enough hours in the day? Is it because we don't work efficiently, are we not getting up early enough, is it because we've lost the ability to multitask, Is it because we don't manage our time or is it just because we are so much busier than we used to be?

It certainly seems the harder we work the busier it gets. Every task seems to create another one, the jobs just keep coming we never get to the bottom of the list. Not just in the NHS but expectation of service is high and yes I agree it should be but we as individuals have a role to play in that expectation as well. The qualities of patience, common sense, good manners, tolerance are often not exercised. The message often seems to be "We want it and we want it now " Shouting and stamping our feet certainly gets us noticed and remembered but not in the same way as civility, a kind word and an acknowledgement that the person that is trying to help you is not usually directly responsible for the problem.

I think a quote from the writer Maya Angelou says it all:

I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Off my soap box now and on to Surgery news.

We have been joined by two lovely Registrar Doctors, Daria Mudrak and Helena Garfit – some of you may remember Dr Garfit, she has been with us before but has been on Maternity leave. Dr Lieke Spee Horsu our registrar last year has had a baby boy and we look forward to her return next year for a short while.

Some of you will have met Dr Jennifer Campbell, she joined us in July and works all day Monday also Tuesday/Wednesday mornings she provide additional surgery sessions as Dr Washington has reduced the amount of Surgeries he works. Dr Washington will still be in on Monday, Tuesday, Thursday and Friday.

We now have an advanced Nurse Practitioner, Kitty Armstrong, who works supporting the Doctors with Home visits, chronic disease management and test results. If you ring for a Home visit you will usually be telephoned by Kitty who will ask more details than the receptionist has. The Doctors are aware of all visits and if appropriate you will be visited by Kitty rather than the Doctor. Kitty is a very experienced Nurse Practitioner and a huge asset to the team here.

We had a flood in the Surgery a few weeks ago, fortunately for the running of the Surgery it was in the training /admin block. I can't believe the damage it has caused, we still have dehumidifiers and blowers trying to dry us out, skirting boards and flooring have been removed although the electricity has now be reinstated. It certainly focussed my mind on the terrible plight of families that have suffered flooding to houses following disasters, the loss of homes, possessions and the total devastation that water can cause.

Flu vaccination season is well under way. I would like to thank all the people who have attended here so far, we still have plenty of vaccines left so please make an appointment and protect yourself. We continue to do flu vaccines through to February but obviously the sooner you can get it done the better. Children aged 2 or 3 years on 31st August 2017 can also have flu vaccination administered by nasal inhalation, currently we also have these in stock, but please book as soon as possible as they have a shorter "shelf life " than the adult vaccinations.

We were very proud to have received the West Cheshire award for the "Practice most likely to be recommended" (Out of 36 practices). I hope this reflects the hard work put in by all Doctors, Nurses and staff who are proud to work here and are committed to offering the best service possible.

There are many changes ahead for the NHS and times are uncertain. There has to be changes to support and maintain the institution of the NHS which is the envy of many Countries worldwide. We want to preserve the role of the GP and hopefully continue to serve residents of Neston and beyond for many years to come.

As is my usual sign off I hope you all stay well, but if you need to visit the Surgery I do hope you have a good experience. I always welcome positive and critical comments to ensure we deliver a good service.

Take Care and best wishes for your good health

Heather