

## Newsletter 6

February 2009

### Ophthalmology

We have been receiving some excellent patient feedback in respect of our Bracknell clinic. 95% of patients were Very Satisfied with the service with one patient commenting:

**“A very good convenient and personal consultation with friendly caring people”**

Please also remember we are the **ONLY** provider locally to offer fields testing by Gail Horne.

#### Expansion of Services

We are in the process of setting up a new clinic based in Windsor which will enhance our service and enable us to provide a local setting for the patient base in and around the East Berks area. The aim is to provide a supporting service to the excellent service already being provided by King Edward's.

### Announcement

We are pleased to introduce our new Business Manager for My General Practice, Kate Mihell who has recently joined our team.

We also welcome our new Administrator, Melissa Nugent, who will be working hard to ensure all our clinics run smoothly.

Going forward, if you should have any queries on a day to day

### Referrals

GRACe has been running for some time now with some positive and some negative feedback.

Please remember the process to select our services:

If you are currently using GRACe **you must send the referral through to the GRACe system stating patient choice for My General Practice.**

In addition, please fax the referral to us on **01344 867077**, (please remember to place a cross in the box to confirm the patient has chosen to come to My General Practice.)

By sending us a fax we can ensure that no referrals are missed through GRACe.

basis please contact Kate or Melissa who will be only too happy to help.

**If you would like to find out more about the services we can offer your practice please contact us and we will be happy to arrange a visit to you.**

### ISTC

We are making good progress in working with Ramsay Reading to set up a satellite clinic at our consulting rooms in the Skimped Hill Centre for new and post-op follow up patients.

Our first clinic date is planned for 10<sup>th</sup> March, we will provide further information and the relevant referral paperwork when this is confirmed. Ramsay Reading are now also offering **nerve conduction studies** for upper limb conditions (eg CTS).

Our Ramsay Horton upper limb clinic is continuing to run successfully. As part of the patient rehabilitation, the **local physiotherapy** organised by My GP, in Bracknell after any orthopaedic procedure at Horton is also proving to be a huge success.

We are still awaiting the appointment of the new lower limb consultant.

#### Expansion of Services

We are in the process of setting up a Hand clinic in Skimped Hill where new patients would be seen for the following conditions: Carpal Tunnel Syndrome, Trigger Finger, Tennis Elbow and Ganglions.

### Shares

If you are interested in purchasing shares in My General Practice, your local service provider, please contact us for further information.

### Important info...

Fiona Kinnear runs an Eye clinic every Monday and some Wednesdays. If you have a patient who needs to be seen quickly we will endeavour to get them booked in for an immediate appointment.

### Contact us

**Do you have any suggestions?**

**Do you require more information?**

**Any feedback regarding the services we offer?**

**Please don't hesitate to contact**

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