

# Whittington Moor Surgery

Summer 2013

**During opening hours telephone 08 444 77 33 05. Out Of Hours call 111**  
**111 is a free to phone number, it saves you and us money if you phone this number out of hours and you receive the same Out Of Hours service.**



## Changes to Reception and our waiting areas

There have been lots of changes here at Whittington Moor Surgery. We have a new, open reception desk that is more accessible for all visitors. We have new automatic doors that make it easier to get into the surgery. We have an automatic check in screen so that you can check yourself in for your appointment rather than queuing at reception. We have had a lick of paint too to freshen up the waiting areas. Finally we have installed Hand gel dispensers to assist with hygiene.

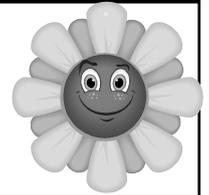
## Travel Vaccinations

If you are travelling abroad please check with our Practice Nurses for any vaccinations you may require. We need at least one month's notice, preferably more if you are travelling far and wide. Someone staying in a tourist hotel may need less than someone backpacking. Malaria tablets are also needed for protection if visiting Africa, Asia and some Caribbean Islands. When you attend for travel advice, please bring as much information as you can on the places you are staying. We are planning a new link for travel advice on our website, we will keep you informed!

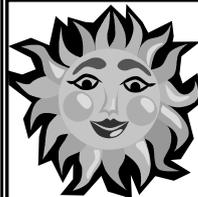


## New Faces

Kay Ulivi is our new phlebotomist and health care assistant, she replaces Mary Wright who has retired.



## Be safe in the sun



Sun damage doesn't just happen when you're on holiday in the sun. It can happen when you're not expecting it, for example when you go for a walk or sit in your garden.

- Spend time in the shade between 11am and 3pm.
- Make sure you never burn.
- Aim to cover up with a T-shirt, hat and sunglasses.
- Always take special care of children's skin. The best way to do this is to cover them up and keep them in the shade.
- Then use factor 15+ sunscreen.
- Report mole changes or unusual skin growths to your GP.

**Prescriptions in the letter box.** We have had some comments about confidentiality and posting prescriptions through the surgery door. If surgery is open there is a black box in the porch that you can post your prescription into, if surgery is closed then you need to use the letter box. We have put a cover on the front of the box so that prescription slips cannot be read when they have been posted in the box. If you are still concerned about confidentiality, please put them in an envelope. We cannot make the opening for the letter box any bigger (eg for specimen collection) as there would be a risk of people being able to remove items.



We will be closed for staff training on the following Wednesday afternoons:  
17 July, 21 August, 18 September

[www.whittingtonmoorsurgery.co.uk](http://www.whittingtonmoorsurgery.co.uk)

Dr Goodchap has registered Whittington Moor Surgery with Inter Care.

Please return your unwanted prescription medicines to this surgery and help Inter Care send surplus medicines to sub-Saharan Africa

All medicines should be in complete strips (still in the manufacturer's box), in order to comply with the WHO guidelines on drug donations.

**ALL ITEMS, BOTH MEDICINES AND NON DRUGS (instruments/bandages etc) MUST HAVE AT LEAST 15 MONTHS TO EXPIRY DATE**

We Can Accept

- ◆ Complete Strips of TABLETS within their original packaging
- ◆ INJECTIONS
- ◆ INHALERS
- ◆ CREAMS
- ◆ EYE DROPS AND OINTMENTS
- ◆ DRESSINGS AND BANDAGES

We Cannot Accept

- ◆ Controlled drugs such as MORPHINE
- ◆ DIAZEPAM etc
- ◆ LIQUIDS
- ◆ GLASS BOTTLES
- ◆ PART BLISTER PACKS
- ◆ ITEMS REQUIRING REFRIDGERATION
- ◆ USED NEEDLES OR SYRINGES

Please do not bring us part blister packs or medicines with less than 15 months until their expiry, you can take these to your pharmacy for disposal.

**Patient Participation Group (PPG)** Chairman: Mr Tony Cox Secretary: Lesley Hague

The next meeting is at the surgery on Monday, 29th July 6:30pm

The minutes of previous meetings are available on our website:

[www.whittingtonmoorsurgery.co.uk/ppg.htm](http://www.whittingtonmoorsurgery.co.uk/ppg.htm). For more information please look there or at notice boards in the surgery.



The Care Quality Commission (CQC) inspect GP practices and other primary medical services in England to check that they are meeting the national standards of quality and safety. Their website is at [www.cqc.org.uk](http://www.cqc.org.uk). You can look up a GP practice or a primary

medical service on their website, this will show you their latest report on whether national standards are being met and how to share your experience or report a concern.

Whittington Moor Surgery is expecting to be visited by CQC soon, when they visit they will want to talk to patients as well as staff. Any inspector from the CQC will have identification to show who they are.



## Recalls in your Birthday Month

We are changing the way we organise our recalls for Annual Reviews. Patients are now getting invitations to attend based on their birthday month, some patients will receive more than one letter. When you make your appointment(s) for your review please let the receptionist know if you need appointments for more than one clinic before you start.



## Immunisations

**Rotavirus:** From July 1 2013 a new vaccine against rotavirus infection, a common cause of diarrhoea and sickness, will be offered to all babies as part of the NHS childhood vaccination programme.

The rotavirus vaccine will be given to babies at two months of age and again at three months alongside their other routine childhood vaccinations. The vaccine, called Rotarix, is given as a liquid from a dropper straight into the baby's mouth for them to swallow.

Rotavirus is a highly infectious stomach bug that typically strikes babies and young children, causing an unpleasant bout of diarrhoea, sometimes with vomiting, tummy ache and fever. Most children recover at home within a few days, but nearly one in five will need to see their doctor, and one in 10 of these end up in hospital as a result of complications such as extreme dehydration. A very small number of children die from rotavirus infection each year.

**HPV:** All girls aged 12 to 13 are offered HPV (human papilloma virus) vaccination as part of the NHS childhood vaccination programme. The vaccine protects against cervical cancer. It's usually given to girls in year eight.

According to Cancer Research UK, cervical cancer is the second most common cancer in women under the age of 35. In the UK, 2,900 women a year are diagnosed with cervical cancer. It is estimated that about 400 lives could be saved every year in the UK as a result of vaccinating girls before they are infected with HPV.

The HPV vaccine consists of three injections over a period of 12 months.

Research has shown that the HPV vaccine provides effective protection for at least eight years after completion of the three-dose course. It is not known yet how long protection will last beyond this time.

**MMR:** Measles is a highly infectious viral illness. It can be very unpleasant and possibly lead to serious complications, including blindness and even death. However, it's now rare in the UK due to the effectiveness of the MMR vaccination. A catch-up programme is required to protect a generation of children, born between 1997 and 2003, who are unvaccinated or only partially vaccinated against measles.

Low levels of vaccination in this generation were caused by an unsubstantiated scare about the MMR vaccine. The scare was based on an entirely discredited piece of research that claimed that MMR could trigger autism.

Targeting this group of children, estimated to be around one million, will help reduce the potential population in which further measles outbreaks could occur.



# Wasted Time

All our surgeries are run on an appointment basis and are usually very busy. When patients fail to turn up for their appointment, it not only wastes the time of the clinician (be that a GP, Nurse, Healthcare Assistant or one of our attached staff such as the District Nurses, Physiotherapist, Counsellor etc), but it also prevents other patients from being seen. If patients let us know in good time that they are unable to attend for their

Booked Appointments not attended in May 2013	
Doctor Appointments	80
Approximate time wasted	12 hours 10 minutes
Nurse Appointments	71
Approximate time wasted	16 hours 55 minutes
Phlebotomist Appointments	17
Approximate time wasted	3 hours
Total appointments	168
Total approximate time wasted	32 hours 5 minutes

appointment, then it could be released and made available for other patients.

Some of these appointments, especially with a GP, relate to appointments booked the same day and still the patient didn't turn up! 6 hours of surgery time equates to 36 normal GP appointments or 12 annual health checks with a Nurse.

The doctors are considering taking firm action with patients who persistently waste appointments because we need to make best use of the time of our clinicians.

We appreciate that there will always be the odd occasion where particular circumstances prevent someone attending and if we are made aware of this, we can mark our records accordingly. A simple "I forgot" is not normally an acceptable excuse.

If you contact us to make an appointment and there are none available or you have to wait a little longer to come and see the clinician, please bear in mind that our administration team will offer you something as soon as they can but their job is made more difficult by the fact there are so many appointments wasted by patients who don't turn up.

**Recycling:** we send our empty printer cartridges to Greenlight for recycling, the company send the funds raised to The British Heart Foundation and Macmillan Cancer Support, they have just told us that so far they have raised the fantastic total of £3,253.00 from all the cartridges and mobile phones that they recycle.

If your prescription is usually ordered by a pharmacy, please do not phone us to see if your prescription is ready. Phone your pharmacy.