

# THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



March 2018

## *Easter Bank Holiday Weekend*

We will be closed for the Easter Bank Holiday Weekend

**Friday 30th March—Monday 2nd April inclusive**

To contact the **Out of Hours GP Service**, for urgent problems that will not wait until we are next open, please call **NHS111 by dialling 111** on your telephone keypad.

Please remember to ensure you have sufficient medication to last over the long weekend. Calls to NHS 111 for routine medication put unnecessary strain on Out of Hours Services. 1 in 4 calls to the GP Out of Hours Service is for medication – please save this service for genuine urgent treatment and advice that you cannot plan for.

Our normal opening hours will resume at 08:30 on Tuesday 3<sup>rd</sup> April.



**Happy Easter!**



## *Pharmacy Easter Opening Hours*

**Arlington Road Pharmacy** will be closed for the Easter Bank Holiday Weekend.

**Friday 30<sup>th</sup> March – Monday 2<sup>nd</sup> April inclusive.**

Their normal opening hours will resume on Tuesday 3<sup>rd</sup> April which are...

**Monday – Friday: 08:30 – 18:30  
Saturday & Sunday: Closed**



In January alone there were a total of **161** missed

**appointments.** This breaks down to 52 GP appointments and 109 Nurse appointments.

These figures equate to 41 consulting hours wasted in one month. This is equivalent to one of our clinicians having booked appointments back to back from 8.30am until 5.10pm, Monday to Friday for one week and not one single patient turning up!

**If you no longer need an appointment you have booked, please have the courtesy to cancel it.**

**You can cancel appointments by...**

- Phoning the Surgery at any time of day or night and leaving a message.
- Logging into your Online Services account – appointments can be cancelled at any time of day or night.
- Replying 'CANCEL' to your automated SMS appointment reminder.

## *Temporary Appointment System in January*

**T**hank you for your patience and understanding in January when, for a short time only, we asked patients to consider how urgent their problem was and post-pone the booking of non-urgent appointments. Your co-operation enabled us to better manage our workload on a daily basis and make adjustments to ensure our workforce were placed where they were needed most.

**A**s you are more than likely aware, this winter has been a challenging one so far with outbreaks of Influenza and other winter viruses. As a Practice we have very high elderly demographics in our patient population, with many vulnerable housebound patients amongst them.

**I**n January alone our GP's carried out **2974 consultations in Surgery** and undertook **374 home visits** to housebound patients. In addition to these face-to-face consultations, they also carried out **980 telephone consultations**. That's a **total of 4328 patient consultations** in one month. The GP appointment figures only include daily, normal surgery appointments and do not take into account any chronic disease clinics that our GP's run, such as Diabetes and Dermatology and do not include our Practice Nurse appointments.

**W**ith a current patient list size of just under 12,000, this is equivalent\* to 36% of our practice population needing to be seen in one month.

\*equivalent as some patients may have had multiple contacts in the same month.

**P**lease do not misunderstand us, we are not complaining about our workload in January, but simply sharing the information with our patients to help to give you a bit of an insight into the number of appointments, home visits and telephone consultations we see. We hope this will help you to understand why when demand is particularly high, we may need to make adjustments to our appointment system. **Please be assured that our systems, temporary or otherwise, always ensure that patients with an urgent need are seen on the day.**

### *Forthcoming Non-Seasonal Closures*

We will be closed for Staff Training...

Between **12.50 – 2.10pm** on **Monday 12<sup>th</sup> March**

Should you require urgent treatment or advice during the **above Staff Training Event**, please telephone **727531**.

\*\*\*\*\*

The Practice will be closed again on

**Thursday 22<sup>nd</sup> March from 12.30pm** for a regional meeting of all local GP's.

Should you require treatment or advice on **this occasion**, please telephone **111**.

### *Contraceptive*

### *Implant Clinic*

**D**r Alex Graham is now running a Contraceptive Implant Clinic.

**A**ny patients wishing to have an implant inserted should make a 10 minute appointment in one of Dr Graham's normal surgeries to discuss the procedure first. Dr Graham will then book you into one of her implant clinics to have the procedure carried out.

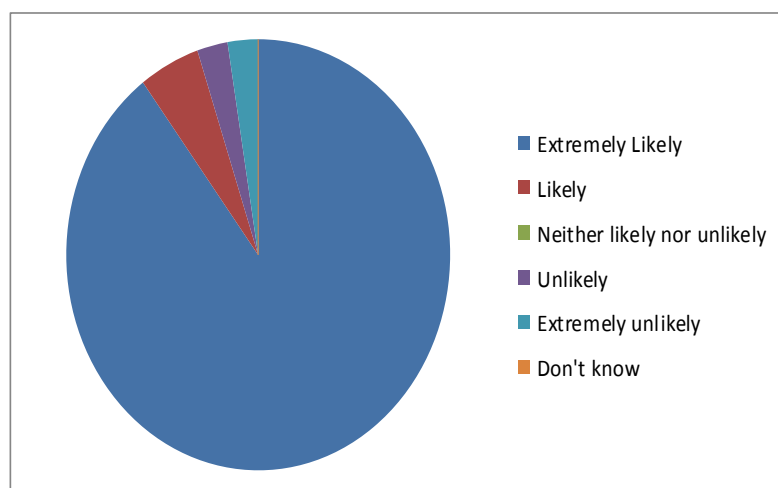
## *Friends and Family Results for January*

**T**hank you to all of you who completed the Friends and Family Test in January. We really do value your feedback.

**T**he chart below shows the figures for the month. The full monthly report is published on our website, including any comments that you gave us permission to publish and our responses to those.

You can contribute to the Friends and Family Test at any time by...

- Completing a paper questionnaire – available from the ground floor, reception waiting area – where you will also find the post box.
- Replying to an SMS message from the Practice.
- Following the Friends & Family Test link on the homepage of our website [www.arlingtonroadsurgery.nhs.uk](http://www.arlingtonroadsurgery.nhs.uk).



### *Trainee Doctors*

**O**ur current trainee doctors are...

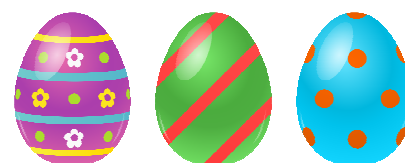
Dr Denise Gosling (ST3),  
Dr Carmen Bilcea (ST3),  
Dr Iye Kolawole (ST1) and  
Dr Isobel Morley (FY2).

**I**f you would like further information regarding trainee doctors, their level of training and our role as a Training Practice, please refer to our website or pick up a Practice Leaflet. These are available from the Ground Floor waiting area – beside the prescription request box.

### *Stairs to 2nd Floor*

**P**lease would parents and carers refrain from allowing their children to sit/play on the stairs to the 2<sup>nd</sup> floor of the Surgery. Access is required at all times by our staff and the Practice cannot be responsible for the safety of children playing on the stairs.

**P**lease note that there are no consulting rooms on the top floor and no unauthorised persons should go beyond the first floor of the Surgery. Thank you.



***Parking Reminder*** **W**e do acknowledge that parking near the surgery is very difficult and frustrating, however, please do not park in our staff car park or in the doctor's bay on the road. Access is required at all times by our staff – particularly our visiting doctor and paramedic. Please also consider our neighbours and refrain from blocking their driveways. Thank you.