

## NOVEMBER 2014 NEWSLETTER

### **Tales of the suggestion box:**

A patient has commented that following a hip injury they found it very uncomfortable sitting in the waiting room. There is a variety of chairs in the waiting room – the largest ones having cushions. If you are waiting to be seen and see a patient who might be more in need of a comfortable seat, please be considerate. We spend very little time in the waiting room but have always been impressed just how kind others are to fellow patients. If we buy larger chairs, the number of chairs available would be reduced.

Anti-bacterial hand gel for use after self check-in. There is a dispenser for patient use hand gel in the corridor. Having an additional one in reception is certainly an option but children would need to be strictly supervised. Unless every single patient uses it, an additional one will not provide extra protection as door handles etc will still be contaminated.

### **Don't Shoot the Messenger!**

Please do not take out your frustration on reception staff when your results or hospital letters are not in or a script is not done as you need to be reviewed. It is not their fault and they are only trying to help and do a very difficult job under ever increasing pressure. We have no control over the pathology lab or the hospital secretaries.

### **Flu Vaccination**

We have given nearly 900 flu immunisations in the last 6 weeks and are down to our last 250. If you are in an at risk group and would like to be vaccinated, please contact reception to book an appointment. Please note that flu appointments are two minutes long – and that time is fully occupied with drawing up vaccine, giving it and then entering it in the medical record (plus picking the occasional patient up off the floor!). It is not possible to discuss any other agenda at the same time.

### **Ear Syringing**

Please note that Carmel is no longer able to offer an ear syringing service due to increasing workload. This service is available via the treatment room nurses.

### **GPs to be paid £55 per patient for the diagnosis of dementia!**

GPs had no input into this and we have no intention of participating in this enhanced service. Dementia is an illness that should be diagnosed by a specialist after the patient has been assessed repeatedly over a period of time. It is not for a GP to diagnose (although we frequently do have our suspicions and refer to the memory clinic for actual diagnosis). The idea of this scheme was to identify those with dementia who are not yet diagnosed. The aim is for each practice to attain 67% of potential sufferers. We have already identified 71% of the number predicted and will continue to work as normal. If you are concerned about your memory or that of a loved one, please book an appointment to discuss.

### **EPS – Electronic Prescribing Service**

If you use a regular chemist, this could improve your repeat prescribing experience – please speak to your regular pharmacist for information. It removes the need to collect your script as it is sent electronically.

### **Strike Action November 24<sup>th</sup> at hospital**

No Xray before 12pm and no phlebotomy before 11am.