

Spring Newsletter 2017



Welcome to our Spring Newsletter

Staff News

After 19 years of working at the practice we bid farewell to Margaret Tolley; one of our reception team who leaves us at the end of April, we all wish her the best of luck and a happy retirement.

Hay Fever Season

Now is the time to start prevention medications to help with your hay fever. Waiting until your nose is streaming is often too late to take control.



Travel Advice

Our Practice Nurses are able to give pre-travel advice before you go abroad, including;

- Details of immunisations
- malaria prevention
- infection risks
- Medical services etc.



Please contact the Surgery **at least six weeks before your trip**. Unfortunately, we may not be able to help you if we are given too little notice, because some inoculations take time to become effective.

Over usage of Antibiotics

There is new guidance as how we should be using antibiotics; this is from NICE (National Institute for Health and Care Excellence). The main points are:

- Antibiotics such as penicillin, only work on bacterial infections and are useless to treat viruses
- Virus infections are far more common and 9 out of 10 sore throats, colds etc. are caused by them and don't need any treatment other than fluids and Paracetamol or ibuprofen.



To meet this guidance we may ask you to come to the surgery to be examined to see if antibiotic is really needed.

Triage Home Visits

Home visits are assessed on an individual basis by the clinicians at The Medical Centre. Please do not ask for a home visit unless you or the patient you are asking for, are genuinely too ill to attend the Surgery.



Please remember that it may not be possible when requesting a home visit to have the clinician whom you usually see in the surgery visit you. Where possible, please make your request for home visits before 10.30am. This enables the clinician to plan their home visits efficiently within their working day.

Please note clinicians will not visit to issue repeat prescriptions or issue sick notes.

Test Results

Please note we will not contact you regarding your results if no action is needed. If you need more information on how long your test results are likely to take to come back from the hospital please ask the nurse.

Please remember that under no circumstances will you be given the results for any patient other than yourself.

You do not need to ring the surgery for results. We will contact you if there is a problem.

Please make sure your telephone number is up to date at all times.

Whooping Cough

Whooping Cough Vaccinations are offered to Pregnant Patients who are 28-38 weeks pregnant.

Those pregnant patients, who are within this stage of pregnancy, please ask a receptionist to book you in for an appointment.



Your Patient Participation Group needs you

Our next patient participation group will be on 21st March 2.00pm at Girlington Road Surgery.

The Practice will be closed on Bank Holidays

Good Friday 14th April

Easter Monday 17th April

Bank Holiday Monday 1st May

Patient Access Online

Patient access is a new service offered by many GP practices across the country. With patient access you can now access your local GP services online at home, work or on the move, wherever you can connect to the internet. What's more, because Patient Access is a 24 hour service you can do this in your own time day or night. At present if you sign up to patient access you can:

- ❖ Book a GP appointment
- ❖ Order your repeat prescriptions
- ❖ View Summary Care record
- ❖ View Deleted coded entries

This is a confidential secure system where your personal details are encrypted and protected using the highest internet security, so it cannot be intercepted. To sign up for this service you will need to provide ID to the Practice, then you will be provided with a letter with your login details.

Self-Arrival Reminder

May we remind you the **self-arrival screen** is available for you to use, it is extremely easy to use and will avoid unnecessary queuing at the desk - just follow the instructions on the screen.

Cancellation of appointments

Over the last few months, there has been a considerable increase in the number of appointments being cancelled at short notice which we are then unable to offer to other patients.



Please make every effort to attend to all appointments made.

If you do need to cancel an appointment please give at least 24 hours' notice.

Please also remember that if you cancel an appointment it may not be possible to offer you an alternative appointment on the same day.

In the last 3 months we have had a total of **799 DNA** (did not attend) appointments which are shown below:

- February – 273
- January – 233
- December – 293



Repeated DNA (did not attend) offenders may be removed from the Practice list.

To cancel appointments please call:

01274 484111

Or cancel your appointment on-line

