

Millview Surgery



SPRING 2004



A big thank you to all the patients who sponsored the surgery staff on the British Heart Foundation walk - In Byron's Footsteps. The weather was extremely kind, in fact everyone had more skins on than an onion, only to find after the first half an hour that hats, scarves and gloves had to be removed. Please see the Millview Team Photograph posted up at the back of reception. In our next newsletter edition I will let you know how much was raised for this good cause. We were a little disappointed that none of our patients joined us on the walk, perhaps next time. In this issue we have tried to keep you informed of the appointment system we are running at present. We are always listening to what you say so obviously this system is forever changing due to patient demand.

Pauline Harrison—Practice Manager

**PLEASE FIND ATTACHED A
USEFUL TELEPHONE INFORMATION SHEET**

Appointment System

Pre - bookable appointments

These are available, Tuesdays, Wednesdays, Thursdays and Fridays, with all the doctors unless the doctor is on call that day. A restricted number of pre-bookable appointments are also available early Monday morning. In order to see the doctor of your choice you may have to wait longer.



Same day appointments- Improving access

Apart from a few pre-bookable early Monday morning appointments and two evening same day access appointments (released in the evening), the majority of Mondays appointments are kept embargoed until Monday mornings when they are released. Appointments may be made from 8.30am onwards for both surgeries.

A restricted number of same day appointments are available on Tuesdays, Wednesdays, Thursdays and Fridays with all the doctors. The Doctor on call has all their days appointments embargoed and these are released at 8.30 for booking.

The Nurse Practitioner has a number of same-day appointments available on Mondays Tuesdays, Thursdays and Fridays and these are for acute problems only.

Emergency Appointments

When all the same day appointments have been filled, and you feel you still need to be seen on that day, you will be offered an emergency appointment. You may not be able to see the doctor of your choice.

Telephone consultations

There are bookable telephone consultations appointments available each morning with all the doctors working on that day. If you feel your problem can be sorted out over the telephone, please ring and ask for a telephone consultation. The doctor will return your call in due course.

Home Visits

If you require a home visit please telephone as early in the morning as possible. The Nurse Practitioner or doctor on call will return your call to discuss the visit.



Millview Car Park

Please only use the car park whilst at the surgery or fetching your prescription from the chemists.

It has been noticed that some people are using the car park for the vets or shopping.

Millview Surgery cannot be held responsible for any damage to vehicles left in the car park. Patients park at their own risk.

No Smoking Day

Don't forget folks it is National No Smoking Day on **Wednesday 10th March 2004**

There are more than 4000 ingredients in a cigarette other than tobacco. Common additives include yeast, wine, caffeine, beeswax and chocolate. Here are some other ingredients.

Ammonia : Household Cleaner

Angelica root extract : Known to cause cancer in animals

Arsenic : used in rat poison

Benzene: used in making dyes, synthetic rubber

Butane: Gas; used in lighter fluid

Carbon monoxide: poisonous gas

Cadmium: used in batteries

Cyanide: Deadly poison

DDT: A banned insecticide

Ethyl Furoate: caused liver damage in animals

Lead: poisonous in high doses

Formaldehyde: used to preserve dead specimens

Methoprene: Insecticide

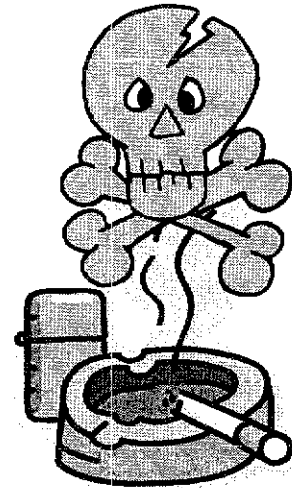
Megastigmatrienone: chemical naturally found in grapefruit juice

Maltitol: sweetener for diabetics

Napthalene: ingredients in mothballs

Methyl isocyanate: its accidental release killed 2000 people in Bhopal, India in 1984

Polonium: Cancer causing radioactive element



What smoking does to your body

Smoking can cause the following medical conditions:

Cancer of the nose

Cancer of the mouth

Increased coughing and sneezing

Shortness of breath

Lung cancer

Leukaemia

Chronic bronchitis & emphysema

Cancer of the Kidney

Cancer of the bladder

Affected fertility

Gangrene

Stroke

Defective Vision

Cancer for the larynx

Cancer of the throat

Cancer of the oesophagus

Aortic aneurysm

Coronary heart disease

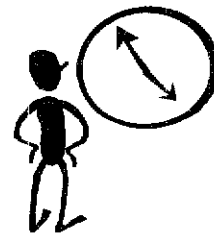
Cancer of the stomach

Peptic ulcer

Cancer of the pancreas

Peripheral vascular disease

The Good News!



TIME STOPPED

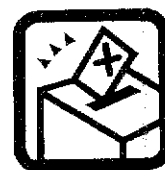
BENEFITS

20 Minutes	Blood pressure and pulse return to normal. Circulation improves, especially in hands and feet.
8 Hours	The oxygen level in your blood increases to a normal level Chances of a heart attack start to fall
24 Hours	Carbon monoxide leaves the body The lungs start to clear out mucus and debris
48 Hours	Nicotine is no longer found in the body Senses of taste and smell improve
72 Hours	Breathing become easier Energy levels increase
2-12 Weeks	Circulation improves throughout the body
3-9 Months	Breathing problems, coughing, shortness of breath and wheezing improve. Lung efficiency increased by 5 - 10%
5 Years	Risk of having a heart attack falls to about half that of a smoker
10 Years	Risk of lung cancer falls to around half of that of a smoker. Risk of a heart attack falls to about the same as someone who has never smoked

Suggestion Box Comments

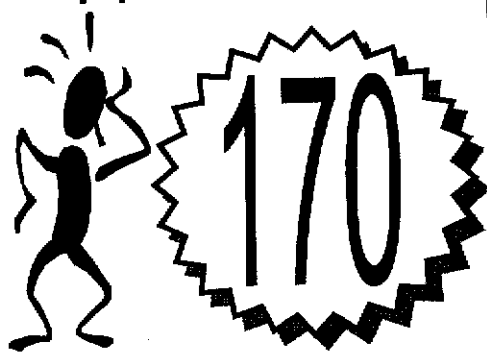
Thank you for taking the time to put in writing how you feel

1. One patient requested a late appointment due to work commitments.
We now have a number of 6.05pm appointments for working patients.
2. Request to order prescriptions over the phone.



- Unfortunately due to the vast number of prescription requests - we cannot take calls. Along with other practices in Mansfield we found that the lines were blocked for emergencies and appointment bookings when taking telephone requests. Alternatives are chemists to request, postal requests, website (www.millviewsurgery.co.uk) orders or calling in to the surgery and ordering the prescription.**
3. Poor quality packaging on drugs.
We have no control over this. Please speak to your chemist.
 4. Praise for the doctors.
They are all basking in this.

Missed Appointments



In February 2004 170 patients missed their booked appointments. Please cancel your appointment if you cannot attend.

Your appointment can then be given to another patient.

A Hello and Goodbye to:

Hello to **Laura Gwilliam** and **Helena Maddocks**, who joined us in November as part of our Receptionist team.

Nicola Day who was previously part of our Receptionist team has now moved upstairs to be a Medical Secretary.

We wish all of them well in their new roles at the Surgery.

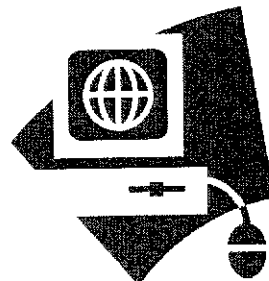
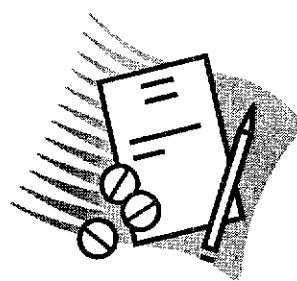
We also had to say goodbye to our temporary Receptionist **Dan Hallsworth** who is seeking permanent employment whilst continuing with his college course. We thank him for all his hard work and support to the Surgery and wish him every success.



ORDER YOUR REPEAT PRESCRIPTIONS ONLINE AT:

www.millviewsurgery.co.uk

Please allow 48 hours for repeat prescriptions



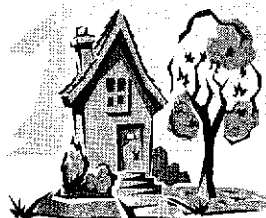
Help Us To Update Your Records

It is important that we have up to date information about you on our system. If you have moved house or changed your telephone number, please fill in the form below and hand it in at Reception. Thank you

Name: _____

New Address: _____

New Telephone Number : _____



☎ USEFUL TELEPHONE NUMBERS ☎

Millview Surgery	1A Goldsmith Street, Mansfield	(01623) 649528
<u>Primary Care Nurses</u> Practice Nurses	Millview Surgery,	(01623) 649528
District Nurses	Millview Surgery,	(01623) 649528
Macmillan nurses	John Eastwood Hospice	(01623) 622626
Community psychiatric nurses	Heatherdene	(01623) 626147
<u>Maternity Care</u> Dukeries Centre	Kings Mill Hospital	(01623) 622515 ext 3740
Health Visitors	Millview Surgery	(01623) 624548
<u>Other Professionals</u> Physiotherapists	Kings Mill Hospital	(01623) 785001
Dieticians	Kings Mill Hospital	(01623) 676025
Occupational Therapists	Kings Mill Hospital	(01623) 672232
Speech Therapists	St John's Street	(01623) 784323
Chiropodists	St John's Street	(01623) 785208
<u>Mental Health Services</u> Heatherdene		(01623) 626147
<u>Drug & Alcohol Services</u> Maltings FACE IT	Dame Flogan Street Dame Flogan Street	(01623) 620121 (01623) 620121
<u>Social Workers</u> Social Services	daytime contact number Out of Hours	(01623) 433433 01159 858162 01909 500061
NHS DIRECT		Or 0845 4647
<u>Dental Treatment</u> Emergency dental clinic	280 Mansfield Road, Skegby www.accessdental.co.uk	0780 3523629

PATIENT INFORMATION

Local Pharmacists

Boots	Mansfield Four Seasons	(01623) 623089
H M McDonalds	13 Church Street	(01623) 622141
Ladybrook	Ladybrook Place	(01623) 626182
Lloyds	Rosemary Centre	(01623) 655442
Manor	Rosemary Street	(01623) 623785
Mansfield Delivery Chemist	Wood Street	(01623) 625973
Moss	Jubilee Way South	(01623) 653372
Safeway	Nottingham Road	(01623) 623379
Superdrug	Stockwell Gate	(01623) 623315
Tesco	Stockwell Gate	(01623) 596400
Winsons	123 Newgate Lane	(01623) 623304

Funeral Directors

Ivan Bramley	Bancroft Lane	(01623) 624918
W S Ingham & Sons	11 Poplar Grove, F/Town	(01623) 621114
Ken Gregory & Sons	265 Nottingham Road	(01623) 466620
A W Lymm	Wilbeck Road, M/W	(01623) 623765
Co-operative	90 Rosemary Street	(01623) 627701

Primary Care Trust Complaints Dept

Colin Draycott	Risk & Complaints Manager	(01623) 414114 ext 452
Linda Clarke - PALS		(01623) 414114 ext 4549

Other Helpful Contacts

Alzheimers Society		01246 417907
CRUSE		(01623) 647645
Eating disorders association		01603 621414
Stroke Club	Dallas Street, Mansfield	(01623) 627721
Macmillan Cancerline		0808 808 2020
www.macmillan.org.uk		

For Support and info on lung and other cancers
www.roycastle.org