

ISSUE
10

NEWSLETTER
OF YOUR
LOCAL
PRACTICE



Dr. Godfrey & Partners

at TOTTON HEALTH CENTRE

www.tottonhealthcentre.co.uk



Autumn & Winter
2015

All Enquiries
02380 865051
Out-of-Hours
Telephone 111

"When your GP surgery
is shut and you need
medical attention
fast, but it is
NOT an emergency,
call 111".

This includes
Monday to Friday
6.30 pm - 8:00 am
+
Weekends
Bank Holidays

If it's a
medical emergency
call 999
Surgery

Opening Times

Mon 8.30 am - 8.00 pm
(Mon closed 1 - 2 pm)
Tue 8.30 am - 8.00 pm
Wed 8.30 am - 6.00 pm
Thu 8.30 am - 6.00 pm
Fri 8.30 am - 6.00 pm
Sat 8.00 am - 12 noon
Doors open at
8:20 am weekdays
Saturdays are
1 in every 3 weeks
(please check our website for
Saturday Surgery dates).

Home Visits

Please ensure all
visit requests are
received by 11:00 am.

FRIENDS & FAMILY TEST
We are keen to hear about
your experiences at
Dr S J Godfrey & Partners...
You can do this by filling in
one of our feedback forms
on display in the surgery
or online at
www.tottonhealthcentre.co.uk.

GP LEAD
All patients have a named
GP who is responsible for
their overall care
at their practice.
You can contact your practice
if you wish to know who
this is and if you have
a preference as to which
GP that is, the practice will
make reasonable efforts to
accommodate your request.



NEW NURSE PRACTITIONER joins "The Duty Team"

We would like to extend a very warm welcome to Jayne Lees who will work with our current Nurse Practitioners, Sue and Julie on the Duty Team.

Jayne was previously working within primary care and at the Walk In Centre; she has a wealth of experience in dealing with any minor injuries and "on the day" problems that may arise.

Some of you may recognise Jayne as she worked here on a locum basis a few years ago; for us – it really is a case of "Many Happy Returns"!!

FLU VACCINE

Seasonal flu vaccination is recommended each year for people with certain clinical conditions that put them at risk of flu. It is also recommended for those over 65 years of age and pregnant women.

FLU CLINIC DATES will be held on the following Saturdays:-
19th & 26th September and 3rd October 2015.



FLU VACCINE for CHILDREN

All children aged two, three and four years will be offered flu vaccine at the SURGERY. For most children, the vaccine will be available from October. If your child is eligible for a flu vaccine, the surgery will contact you via letter.

SHINGLES

There is a vaccine for Shingles. It reduces the chances of you developing Shingles. The National Shingles Programme is recommended for people aged 70–79.

Who can have the shingles vaccination?

From September 1 2015 the shingles vaccine is routinely available to people aged 70 and 78. You become eligible for the vaccine on the first day of September 2015 after you've turned 70 or 78 and remain so until the last day of August 2016.

In addition, anyone who was eligible for immunisation in the first two years of the programme but has not yet been vaccinated against shingles remains eligible until their 80th birthday.

This includes: people aged 71 and 72 on 1st September 2015 & people aged 79.

You can have the shingles vaccination at any time of year, though many people will find it convenient to have it at the same time as their annual flu vaccination.



**1st Sept
2015
Eligibility
for this
year's
patient
group
begins.**

Age at 1st Sept 2015	Eligible for vaccination 2016/2016?	Patient's date of birth is
69 or under	No	02/09/1945 or after
70	Yes	02/09/1944 to 01/09/1945
71	Yes	02/09/1943 to 01/09/1944
72	Yes	02/09/1942 to 01/09/1943
73–77	No	02/09/1937 to 01/09/1942
78	Yes	02/09/1936 to 01/09/1937
79*	Yes	02/09/1935 to 01/09/1936
80 and over	No	01/09/1935 or before

**31st Aug
2016
Deadline
for
vaccinating
eligible
patients**

CAR PARKING
Can we respectfully remind all users that parking in the Health Centre car park is limited to Blue Badge holders and staff only; other users are asked to use one of the nearby public car parks.



Don't be a DNA!

Are you Aware?

The Practice Team are ready, the Doctor and Nurses are waiting - BUT where's the patient?

A DNA is someone who **Did Not Attend**

their appointment and did not tell us beforehand.

We have hundreds of patients who DNA throughout the year.

Have you phoned and an appointment wasn't available?

Please help us to help others. If you are unable to attend your appointment let us know as soon as you can, someone else can take your slot.



KIRSTY ROLT JOINS THE THC TEAM AS CARE NAVIGATOR

We would also like to extend a warm welcome to Kirsty who joins the team for a year as Care Navigator.

This is a new role which is being trialled in our area. Kirsty will be responsible for signposting patients (who have been referred by their GP to her) and their carers to access the support and services they may need to enable them to remain safe and independent at home. The service will be particularly focussed on vulnerable older people who may have long term health conditions. It is hoped the support provided by Kirsty will also help to prevent unnecessary admissions to hospital. Once Kirsty receives a referral from the GP, she will contact the patient by telephone to arrange an assessment of their needs. This could involve visiting the patient at home. There are various things Kirsty can help with and these include:-

- Offering basic information and advice about various benefits and allowances and helping patients to access more in-depth help with this.
- Helping patients to decide whether they would benefit from aids and adaptations in their home and if so, making the referral to adult services.
- Helping patients to access support group services such as befriending, dog walking, gardening, day centres and community social services.
- Visiting patients at home if they have recently been discharged from hospital to see how they are managing.
- Finding out whether the patient has any problems taking medication properly.

Once a patient's needs have been discussed and the patient is happy with the outcome, Kirsty will develop a plan of support and this will be copied to their GP and other professionals involved in their care.

We are excited by this new role; we believe it will make a huge difference to many people.



MANAGING PATIENT DEMAND

SOLUTIONS

- Straight forward problem = telephone triage
- Ongoing problems need continuity = see your usual GP
- Duty Day appointments are for URGENT problems
- Anticipate crises in your household or with elderly relatives – let us know
- Receptionist will direct you to the most appropriate clinician

Demand on our practice services has increased dramatically over the past ten years. The number of contacts with patients has increased considerably, therefore getting nurse and doctor appointments, accessing reception particularly on busy mornings and finding out results have all been more difficult; this is despite increasing the number of staff to the point where we physically cannot get anyone else into the administrative areas of our building!

Our clinical space is also fully utilised at most points of the day.

In 2009 a duty doctor on a typical Monday had 59 patient contacts – phone calls and appointments – seeing 19 patients face to face.

In 2015 , the duty team on a typical Monday has had 106 patient contacts. Almost double.

Why this increase? Patients are not dramatically sicker. Maybe their expectations have been raised. Our elderly population has risen and they often have several medical chronic conditions and are living with frailty and the challenges that brings. Whatever the reason, demand has risen sharply. That may put our challenges of dealing with patient contacts in perspective.

Addressing this escalating demand

Straight forward problems = telephone triage

Many straight forward problems can be sorted out on the phone. Our reception staff try to find the most appropriate way of dealing with your query. Urine infections, cystitis, conjunctivitis, back pain -most can be dealt with quickly and efficiently on the phone. Expecting a phone call from the surgery ? – please be in!

Ongoing problems = See your usual doctor= Continuity

With an ongoing engine problem, you would not take your car to different mechanics each time would you?

Same goes for medical problems - try to stick with your usual GP -it saves going over the story again and is more efficient for you and us.

Duty Day appointments are for urgent problems.

An urgent problem is one that cannot wait. Too often our emergency surgeries are filled with ongoing problems or problems that could wait for a couple of weeks for a routine appointment with your usual GP. Five minutes is not long enough to deal with anything routine. A sudden onset chest pain may have to wait because the duty doctor is dealing with a back pain that has been troublesome for some months -that is not fair on the patient having a possible heart attack.

Don't wait for a crisis with relatives - tell us of potential problems.

We have access to lots of different organisations and can signpost people to help them or their relatives remain independent at home. Carer support, ready meal deliveries, toenail cutting for the elderly - to name a few.

Remember reception staff are patient and accommodating, they are not intrusive. They respect your privacy and are there to help. Abusive behaviour to our staff will not be tolerated.