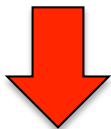


NewsLetter

Spring 2017: Edition 3



**PLEASE CANCEL
 YOUR
 APPOINTMENT IF
 YOU DON'T NEED
 IT ANY LONGER**



DID NOT ATTEND APPOINTMENTS

The following table shows the number of DNAs at the practice in the last six months

Month	GP	Nurses	HCA	Pharmacist	Total
Nov 16	46	117	72	1	236
Dec 16	38	89	51	1	179
Jan 17	22	36	46	3	107
Feb 17	9	52	12	3	76
Mar 17	29	70	31	13	143
Apr 17	16	30	19	4	69

810 DNAs recorded in last 6 months

Only you can help. Please let us know as soon as possible if you no longer require or cannot make your appointments as last minute cancellations are wasted appointments. So next time you are unable to get a GP appointment as quickly as you would like, think about all the missed appointments.

Appointment no show



'S

CURE



OR



Book or cancel your appointments online



IMPORTANT! PLEASE, PLEASE, PLEASE
!!!Always cancel appointments you no longer require!!!



PPG Summary of Achievements



Our Patient Group has been in existence since 2006. Since this time they have worked extremely hard in helping the surgery to improve where possible by voicing opinions and making suggestions on behalf of all registered patients. (Summary of achievements can be seen below). Our PPG continues to be a valuable source of information and support for the Practice team. They are keen for more patients to join the

group, particularly those patients who are at school or work, (16 years and over), so that views about the Practice and our services are heard across the whole Practice population.

Date	Recorded Achievements
November 2012	<i>Purchased an electric couch for less abled patients to use</i>
2012/2013	<i>Formulation of various display material to explain the practice appointment system to patients</i>
February 2013	<i>Helped re-upholster waiting room chairs and purchase various minor op equipment to comply with infection control</i>
February 2013	<i>Introducing a PRG Leaflet to be added to new patient packs</i>
April 2013	<i>A new queuing system was formulated in reception by members of the group to increase confidentiality</i>
June 2013	<i>Production of Practice Newsletter</i>
July 2013	<i>Helped reduction in annual cleaning bill by challenging hospital through the 'Freedom of Information Act'</i>
January 2014	<i>Introduction of new cleaning contractors, giving closer control of cleaning at a less cost to practice</i>
July 2014	<i>Provided a 2 week meet & greet service for patients to help reduce the pressure on staff whilst the new computer system was being installed</i>
August 2014	<i>Group purchased a new vaccine fridge for GP Suite</i>
September 2014	<i>Group purchased a new vaccine fridge for Burntwood site</i>
July 2015	<i>Assisted in the formulation of patient questionnaires for distribution to patients</i>
February 2016	<i>Collated results for all questionnaires completed by patients</i>
May 2016	<i>Action Plan formulated from patient surveys for publishing to patients and public</i>
June 2016	<i>Launched Patient Buddy Scheme and Coffee Mornings</i>
July 2016	<i>Assisted in the formulation of patient questionnaires for distribution to patients</i>
August 2016	<i>Assisted in creating templates for weight and diet charts for HCA as requested</i>
August 2016	<i>Introduced a new 1st Edition PPG/Practice Newsletter</i>
September 2016	<i>Took full responsibility of handing out patient surveys</i>
December 2016	<i>Published 2nd edition of Newsletter</i>
February 2017	<i>Collated results for all questionnaires completed by patients</i>
March 2017	<i>Assisted in working towards the publication of 3rd Edition of Newsletter</i>



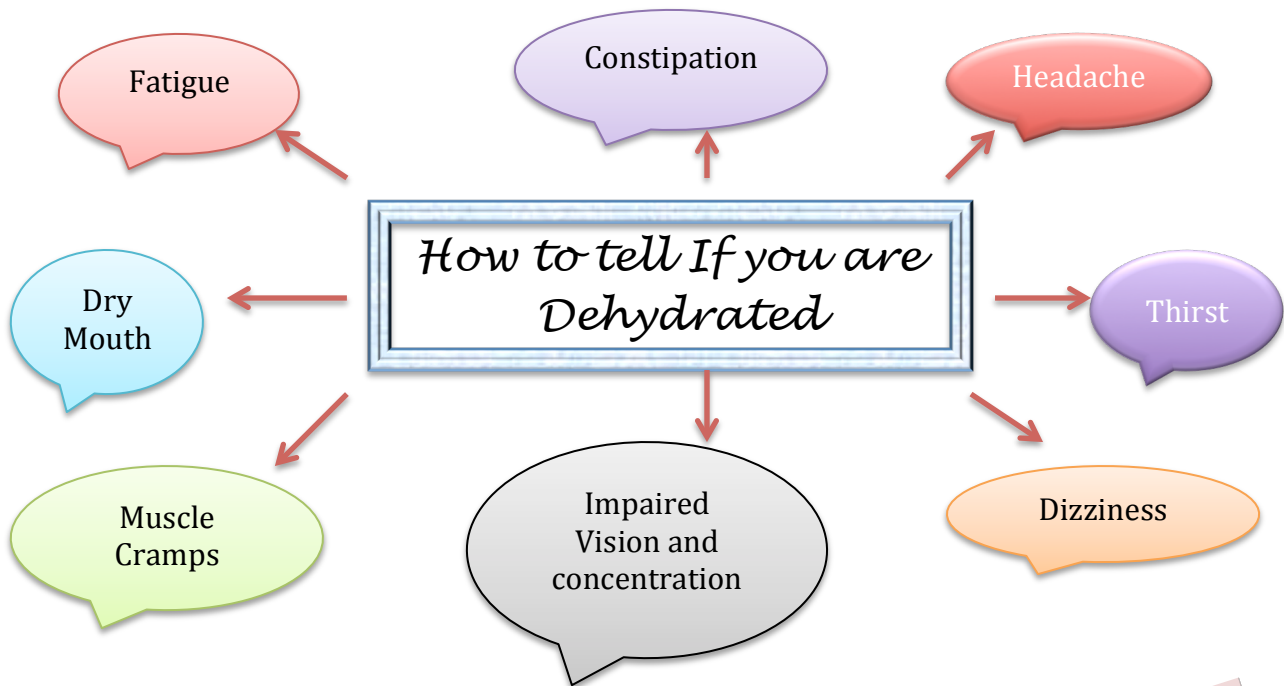
TRAVEL ADVICE

Our Practice Nurses are able to provide pre-travel advice before you travel in the following areas:

- *Details of immunisations*
- *Malaria prevention*
- *Infection Risks*
- *Medical Services*

Please contact the surgery **at least 6 weeks before you are due to travel**. Unfortunately, we may not be able to assist you if too little notice is provided because some inoculations take time to become effective

HOT TOPIC



*Urinary Tract Infections (UTI)
Can sometimes simply be avoided
By drinking more water*



- To encourage you to drink more water, always try and keep a bottle of water handy
- When exercising or spending time in hot environments, remember to drink more water
- Fruits and vegetables are a great source of water. Eat these daily to stay hydrated and maintain your health and wellbeing
- Set reminders on your phone to prompt you to drink water regularly
- To add more flavor to your water add a slice of lemon, lime and/or basil

REPEAT PRESCRIPTIONS



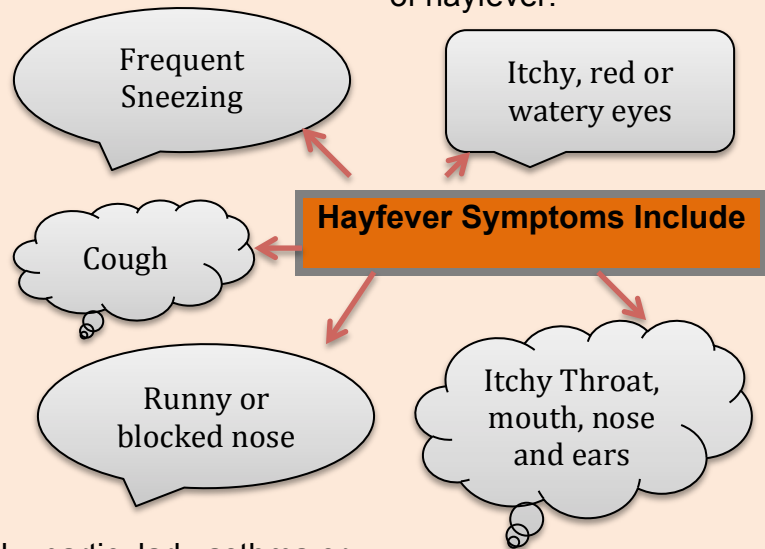
Unused medication is a HUGE WASTE OF MONEY FOR THE NHS..... Please remember to only order the Medication that you really need, rather than ticking Everything on your repeat slip.

'Bless you'..... Hayfever season is here!

Hayfever, also known as seasonal allergic rhinitis, is a very common condition that affects two in every 10 people in the UK.

It is caused by an allergy to airborne substances such as grass or hay pollen, which affects the upper respiratory passages (nose, sinus, throat and eyes).

Hayfever usually occurs during the spring and summer months. Exactly when you get it depends on which pol- lens you are allergic to. From May to July, grass and flowers are in pollen, making these the most common cause of hayfever at this time. During spring, from March to May, pollens from trees are the most common cause of hayfever.



You are more likely to get hayfever if there is a history of allergies in your family, particularly asthma or eczema

The most common medications for treating hayfever are now readily available to purchase over the counter so please speak to your local pharmacist as a first step

More Information on symptoms and treatment can be found at:
<http://www.nhs.uk/conditions/hay-fever/Pages/Introduction.aspx>

Important notice to all patients:
Please make sure that you keep all your details up to date

These include:

- * Phone Number
- * Address if you move house
- * Email address if appropriate
- * Change of name
- * Anything else you think the practice may need to know

You will be required to produce identification for a change of address such as a recent utility bill at your new address



Pharmacist Practitioner

Dave is a qualified pharmacist prescriber. This means that the practice is able to offer patients more options and availability to see a practitioner other than a GP. Dave is able to see patients for a variety of ailments and assist them in treatment options, provide healthcare advice and even refer to specialists.

PATIENT QUESTIONNAIRES

Thank you to all patients who gave their time and participated.

The results for these questionnaires will be published in June 2017

PATIENT BUDDY SCHEME

We are welcoming more patients to join the scheme. You shall be well supported and also be giving support to a needy patient.

Please ask at reception for further details and an application form

LEAFLET REQUIRED IN A DIFFERENT FORMAT?

If you require this leaflet in any other format then please do not hesitate to speak to a member of the team.

PATIENT COMMENTS/SUGGESTIONS



If you have any comments or suggestions about this newsletter or indeed any aspect of the service that Dr Rasib & Partners provides, please feel free to contact the Managing Partner, Sam Rasib on 01543 576660 or in writing to GP Suite, Cannock Chase Hospital, Brunswick Road, WS11 5XY

Emergency & OOH Cover

EMERGENCIES

In the event of a serious problem, such as chest pain or collapse, call 999 immediately.

OUT-OF-HOURS COVER

Medical advice is always available for emergencies at night, weekends and all bank holidays.

NHS 111

For urgent & non-urgent advice call 111.

You can also ring 01543 576660

Where the recorded message will give you the number for the Out-of-Hours service

STOP PRESS!

DO NOT FORGET THAT WE OFFER TELEPHONE CONSULTATIONS

Thursday evenings

6.30-7.30pm



***“Message
from the
Chairman’s
Desk”***

Dear Patient.

In this time of NHS changes to how you receive and access services from surgery, also means a time to adjust to new changes and adapting, that our surgery has to implement on behalf of the NHS.

One example is means of communication to surgery, not only calling by landline phone or visit to surgery, for patients that have a smart/android mobile phone have a wider means of access, hence “Patient Access” for making an appointment or cancelling an appointment, ordering repeat prescriptions, access to your summary record held at surgery, direct message to Doctor with a health query or advice, and receive an answer within a short period of time.

With Regards
David Stagg, PPG Chairman.

Disclaimer: This newsletter is produced by the PPG group in partnership with the practice management team. Some articles written by PPG members are of their ideas, facts or opinions and therefore will not be the responsibility of the surgery. If you have any queries then please fell free to contact the PPG Chairman, David Stagg by phone: 07549 021316