

# October 2019 Update

## PRACTICE NEWS

We are sad to announce that Dr Johnston will be retiring from the Practice at the end of December 2019. I am sure all of her patients will join me in wishing her all the best in her retirement.

*Dr Kiss & Dr Lawal, Practice Partners*

## Making an Appointment

You can book an appointment by:

Attending the practice in person between 7:30am and 6.30pm, Monday to Friday:

- **Telephone**- (01205) 365881. An automated message will greet you. Press Option 2 for reception. Our phone lines open at 8am, if you call before this you will be diverted to the Out of Hours Number.
- **Patient partner**- This is an automated 24 hours telephone booking service. If you ring (01205) 365881 please select option 1.
- **On-Line booking**- Please let reception know if you would like access online, appointments are released at 8pm for the following day.

## Illnesses that can be treated by over the Counter Medications

(If the condition is persistent please book an appointment with a Health Care Professional)

The practice actively signposts patients to the most appropriate service, this may include being signposted to the Pharmacist. There are Illnesses that can be treated using over the counter medications, we will not provide prescriptions for medications that can be easily brought over the Counter.

Acute Sore Throat  
Cold Sored  
Conjunctivitis  
Coughs and Cold and Nasal Congestion  
Cradle Cap  
Mild Cystitis  
Contact dermatitis (allergic rash)  
Dandruff  
Diarrhoea in Adults  
Dry Eyes / Sore Tire Eyes  
Sweating too much  
Head Lice  
Teething or mild toothache  
Travel Sickness

Indigestion and Heartburn (non-persistent)  
Infrequent migraines  
Infrequent constipation  
Insect bites and stings  
Mild Acne  
Mild Dry Skin/sunburn  
Mild to Moderate hay fever  
Minor Burns and Scalds  
Nappy Rash  
Oral Thrush  
Prevention of Tooth decay  
Ring worm or athletes foot  
Threadworms  
Warts and Verruca's

Conditions which are not serious but might cause pain or fever, For Example sprains, headaches, period pain or back pain



## Use the Right Service

 <b>Self care</b> Stock your medicine cabinet Visit <a href="http://www.NHS.uk">www.NHS.uk</a> Minor cuts and grazes Bruises & minor sprains Coughs and colds	 <b>Pharmacy</b> Minor illnesses Headache Stomach upsets Bites and stings	 <b>NHS 111</b> Feeling unwell? Unsure? Anxious? Need help?	 <b>GP Advice</b> Out of Hours call 111 Persistent symptoms Chronic pain Long term conditions	 <b>A&amp;E or 999</b> Emergencies only Choking Chest pain Blacking out Serious blood loss
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## Appointment System Review

**Periodically we review our practice processes with the aim of continuously improving the service we provide to our patients. Recently we reviewed our appointment system along with the recent GP Survey results:**

With our current system (especially 'Extras'), it is common for our Doctors to see on average 30 patients a day. This is higher than the BMA 'safe working' guideline of 25 patients per day

In addition to patient consultations;

☐ Most days each GP/ANP will carry out at least 2 home visits

☐ Administrative workload is increasing, with Doctors having to find time in-between seeing patients, telephone advice calls and home visits to carry out the following:

=Prescriptions

=Patient Referrals

=Reviewing and responding to hospital letters

=Checking test results

=Patient Tasks and Messages

=Emails

=Doing the above list TWICE if another Doctor is away

### **Help Us Help You**

Cancel appointments no longer needed; a

Did Not Attend (DNA) wastes valuable time

Tell the receptionist why you need to be seen, they will direct you to the most appropriate service

Use the Pharmacy for Minor Ailments such as those listed on the front page of the newsletter

We will be trialling new clinics over the next few months to help increase capacity for on the day appointments and Book in Advance appointments

## **Appointment Times**

### **Minor Illness Clinics**

Monday to Friday from 8.00 – 10.30am – This is a sit and wait Urgent Clinic – limited to single condition.

### **Routine Opening Times Are:**

Monday to Friday 7.30am- 6.30pm

### **Additional Clinics For Routine Appointments Are Also Held On:**

Tuesdays from 6.30pm to 8.00pm

### **Extended Access Hub Boston:**

The Extended Hours access hub is located out of the Sidings Medical Practice and offers appointments they can be made by the reception staff or when closed through 111. The practice is closed on Saturday, Sunday and Bank Holidays.

### **Profile of the Patient Representative Group (PRG)**

The PRG meet every other month and at the meetings the Practice Manager discusses all of the practice complaints and compliments.

The Dates for the next meetings are available on the Practice Website

. If you would like to join why not come along to one of the meetings or let Lisa Baldwin the Practice Manager know on [l.baldwin2@nhs.net](mailto:l.baldwin2@nhs.net)

### **DID YOU KNOW?**

- Did you know you **can book appointments, order prescriptions and view your medical records on line**, if you would like to sign up please **ask at reception**.
- Did you know you can sign up for our **Text Message Reminder service**, you can receive appointment bookings, reminders and annual recalls for reviews.
- Did you know that if you sign up for Electronic Prescriptions, we send your prescription to your nominated Pharmacy for you electronically so you don't have to worry about collecting your paper prescriptions? **SIGN UP WITH YOUR PHARMACIST.**

### **SEPSIS IN ADULTS IS A SERIOUS CONDITION**

that can initially look like flu, gastroenteritis or a chest infection. Sepsis affects 150,000 people every year in the UK.

The UK Sepsis Trust registered charity number (England & Wales) 1158843

Seek medical help urgently if you develop any or one of the following

**S**lurred speech or confusion  
**E**xtrême shivering or muscle pain  
**P**assing no urine (in a day)  
**S**evere breathlessness  
**I**t feels like you're going to die  
**S**kin mottled or discoloured

**JUST ASK**  
"COULD IT BE SEPSIS?"  
IT'S A SIMPLE QUESTION, BUT IT COULD SAVE A LIFE.



### **MEN'S HEALTH: PROSTATE HEALTH TIPS**

**NYC HEALTH+HOSPITALS**



**EAT HEALTHY**



**MOVE MORE**



**QUIT SMOKING**



**GET REGULAR CHECKUPS**

Talk to your doctor to find out more about preventing prostate cancer.