

The Old School Surgery Practice NEWSLETTER

Issue 1, November 2016

www.theoldschoolsurgery.com



Christmas Opening Times



Monday 26 th December	Closed
Tuesday 27 th December	Closed
28 th , 29 th , 30 th December	Normal Surgery
Monday 2 nd January	Closed
Tuesday 3 rd January	Normal Surgery

If you require URGENT Medical Assistance between 6pm and 6.30pm on Monday - Friday please telephone LCR OUT OF HOURS SERVICE on 0845 045 0411

From 6.30pm onwards, Weekends and Bank Holidays if you require URGENT Medical Assistance which cannot wait until the surgery re-opens, please telephone 111.

If you have a LIFE THREATENING MEDICAL EMERGENCY call 999

An Introduction to Patient Participation Group (PPG)

The Old School Surgery has a Patient Participation Group which meets at the surgery bi-monthly. The PPG notice board can be found in the reception area of the main surgery where you can find information regarding meeting dates, information from previous meetings and various other pieces of information. The group is always looking for new members. Please contact Karen Smith, Practice Manager or look on our website under "Patient Participation Group" for more information.

Have you had your FLU Jab

Flu is an Infectious and common viral illness spread by coughs and sneezes.

It's not the same as the common cold. Flu is caused by a different group of viruses. Symptoms tend to be more severe and last for longer.

You can catch flu - short for influenza - all year round, but it is especially common in winter, which is why it is also known as 'seasonal flu'.

Flu causes a sudden high temperature, headache and general aches and pains, tiredness and sore throat.

You can also lose your appetite, feel nauseous and have a cough.

Flu symptoms can make you feel so exhausted and unwell that you have to stay in bed and rest until you feel better.

Despite popular belief, the flu vaccine cannot give you flu as it doesn't contain the active virus needed to do this.

Please contact the surgery to book an appointment for your flu vaccination, if you fall into any of the following categories:-

- adults aged 65 or older
- people with a serious medical condition
- carers
- people living in a residential or nursing home
- Pregnant women

Preventing the Spread of Flu

You can stop yourself catching flu in the first place or spreading it to others by being careful with your hygiene.

Always wash your hands regularly with soap and water and:

- regularly clean surfaces such as your keyboard, telephone and door handles to get rid of germs
- use tissues to cover your mouth and nose when you cough or sneeze
- put used tissues in a bin as soon as possible

Shingles Vaccination

A National Programme has been rolled out to vaccinate 70, 71-73, 78 and 79 year olds against the Shingles Virus. You will be invited either by telephone or letter in due course.

Electronic Prescriptions (EPS)

The Electronic Prescription Service gives you the chance to change how your GP sends your prescription to the place from which you choose to collect your medication:-

- Nominate a Pharmacy to which you would like your prescription to be sent.
- Your doctor will then electronically send your prescription directly to your chosen Pharmacy.

HOW CAN YOU USE EPS?

Choose a place for us to electronically direct your prescription. You can choose: a pharmacy or your dispensing GP practice (if you are eligible). Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. Please ask one of our receptionists if you require more information.

Named Doctor

All patients have a named accountable GP who has overall responsibility for the care and support that our surgery provides for you. If you wish to know who your allocated GP is, please contact the practice. You can still talk to or make appointments to see any of our doctors or nurses, not just your named GP. There is more information regarding this on our website.

Our Information Booklet

The latest edition of our regularly updated information booklet is available from the reception desk in the waiting room. This will give guidance as to where you can access help and advice without necessarily having a face to face appointment with your doctor. Used in conjunction with the self-referral clinic list posted around the villages, we are hoping these will prove a valuable resource for our patients. When the booklet is revised/updated, it will have a different coloured cover.

Patient Online

Are you aware that you can book appointments with a GP, request repeat prescriptions for currently prescribed medication (except when a medical review is required) and look at your record online? Should you wish to have access to online services, you will need to contact the surgery providing two forms of ID (photo ID and proof of address). You will then be given login details to access online services. Please ask at Reception for more information.

NHS Health Checks

The NHS Health Check is a health check-up for adults aged 40-74. It is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

If you are in the 40-74 age group without a pre-existing condition, you will receive a letter from us inviting you for a free NHS Health Check.

What a Waste!

Between the 1st October 2016 and 31st October 2016 a total of **214** appointments were wasted as patients **FAILED** to attend the surgery for a pre-booked appointment with a doctor or nurse. This is a loss of clinician time and prevents the appointment being offered to someone else and extends the booking period for others who need to be seen. Please let us know in advance if you cannot make your appointment.

DNAs (did not attend) are regularly posted in the surgery on a poster which can be found on the reception desk and also on the patient caller display board, as a reminder to patients of the importance of cancelling unwanted appointments.

Surgery Annual Survey

Thank you to all the patients that have taken the time to complete our annual survey. The survey is a very useful way to find out how you are experiencing the services etc., at the surgery.

Unfortunately the practice received only 274 completed surveys a noticeable reduction from last year. 97% of patients said they would recommend the practice to someone moving into the area and 99% of patients said they would describe their overall experience at the surgery as either very good or good. The practice will be publishing the results of the survey, please look out for the results in the surgery and on the practice website shortly.

Cancelling Appointments

Please give as much notice as possible when cancelling appointments. We can sometimes re-use them with as little as 30 minutes' notice. For cancellation of appointments which are longer than 10 minutes i.e., Asthma checks, Diabetic Checks, COPD Checks etc., we request that you cancel at least 48 hours prior to the appointment if at all possible.

Sharps Bins

Please note we are not able to accept sharps bins from patients, patients need to contact Blaby & District Council. The contact number for the department is 0116 272 7610.

Text Messaging

We are now able to contact you by text message. Should you wish to receive appointment reminders/information via this method please can you ensure we have your consent and correct mobile telephone number details.

Update Mobile Numbers

Please could you ensure that reception have your up to date mobile numbers as we are planning to increase our usage of text messaging for appointment reminders and results.

Disclaimer

If you are happy for a doctor or nurse to discuss your record with a relative/carer on your behalf, you will need to complete a disclaimer to give consent that you are happy for this to happen. You can Obtain this form from our reception staff.

Comments & Suggestions

We welcome feedback - If you would like to make a suggestion, commend a member of staff or highlight a problem could we please ask that you complete a Comments & Suggestions form, available in the waiting room or from Reception.

Practice News Comments and Suggestions

Your Comments and Suggestions for additions to the next newsletter would be appreciated. Please direct your suggestions, in writing, to Karen Smith, Practice Manager at the surgery.