

PRACTICE NEWS - March 2017

We are sad to say that Dr Rachel Hajjawi and Dr Sree Vengala are moving on to new posts at the end of March.

We have been unable, as yet, to recruit replacements. This means our appointment capacity will be affected.

We will continue to prioritise our most unwell and vulnerable patients. In order to maintain patient safety we are now limiting the emergency surgery and telephone advice service.

We ask for your help to allow us to continue to provide accessible care by:

- Considering whether you need to see a Doctor at all.
 - All minor injuries (e.g. cuts, burns, sprains) are now dealt with at the local Minor Injury Units (see reception for details)
 - Minor illness (e.g. coughs, conjunctivitis) can be dealt with by the local chemist, often free of charge under the Minor Ailments Scheme (see Reception for details).
- You can **self-refer** to:
 - Physiotherapy (**01377 208300**)
 - Conifer House for contraception, sexual health and menopause services (**01482 247111**)
 - Stopping smoking service (**0800 9177752**)
 - Mental Health support – counselling, stress, depression (**01482 301701**)
 - Help with weight loss, alcohol use, healthy living advice (**0800 9177752**)
 - Drug and Alcohol services (**01482 336950**)
 - Social Services – carers, home aids (**01482 393939**)
 - Midwives if you are pregnant (**01482 382658**)
 - Bowel and bladder team for incontinence (**01482 347894**)
- Excellent advice is available from www.nhs.net or by telephoning 111
- The **Emergency Surgery** has a limited capacity for problems that cannot wait until the next available appointment. Consider whether your problem **needs** treatment from a **Doctor**; most viral illnesses are self-limiting (e.g. coughs, colds, earaches, sore throats) and do not require antibiotics.

- We provide **home visits** for patients who we assess as needing medical care and are not fit to travel to the Surgery. If you think you may need a home visit please call the Surgery before 11am and a Doctor will phone you back. We can see 6 times the number of patients in the Surgery in the time it takes us to do one visit, so by coming in you help make the Doctor more available to others. Unfortunately, lack of transport is not a reason to justify a visit. Perhaps a friend, neighbour, relative or taxi could bring you in.
- We are pleased to be able to provide advice over the **telephone**. Between 9.30 and 12.30 our Dispensary team (including Practice Pharmacist, Sally Griffiths) will answer any queries regarding your medication. If your problem does not relate to a medication, but can be dealt with over the phone, please call between 8.30 and 11am. Our Reception team is trained to point you in the right direction (so please be prepared to give them some details, all information is confidential), but if a medical opinion is required the Doctor will call you back (this service is now limited).
- There are often appointments available to book on line, which are not available over the telephone. If you or your carer/family would like more information on this service, please speak to our Reception team.
- Routine appointments are booked at 10 minute intervals. To help us run to time, please only bring one problem to the appointment. If you have more than one problem, please consider asking for a double appointment.

Thank you for supporting the Hedon Group Practice

Drs Green, Walster, Mason, Menon, Myers, Ikpoh, Russell and Metcalfe