

PATIENT NEWSLETTER

SUMMER 2017



E-CONSULT

On 18 May Hedon Group Practice 'went live' with a new online system eConsult.

eConsult is an online platform where you can self-check your symptoms and receive medical advice without attending the Surgery.

You can use eConsult to support your healthcare needs 24 hours per day and our GPs will respond no later than the end of the next working day. You will also have access to reliable and trustworthy self-help content and other local healthcare services that may help you to avoid an appointment altogether.

Please visit our website to find out more information and to access the form <http://www.hedongrouppractice.co.uk/>

CHANGE OF DETAILS

If you change your address or telephone number please inform a member of the Reception team. We can only accept changes of address within our Practice area, please see a member of the Reception team if you are unsure. If you have a carer and they change their address or telephone number please inform Reception and they will update the details - thank you.

PATIENT SUGGESTION BOX - RECEPTION

We are always interested to consider any patient suggestions with regard to the Practice and we will respond to those suggestions in italics below:



Reception Desk is too high:

We fully appreciate the concern raised. We have to balance the optimum options for all patients alongside the responsibilities to the safety of our staff and protection of patient healthcare data. We have provided a bell to attract attention if there is no receptionist at the counter and if you find it difficult to speak with staff because of the height of the desk. Additionally our receptionists can come around to talk to you in the waiting room or somewhere more private if requested

Higher chairs in reception for patients who have knee problems:

We have looked at this option in the past and bought chairs with arms to enable patients to steady themselves when sitting and standing. We hope this helps.

DID NOT ATTEND (DNA)

APPOINTMENTS

The Practice recognises that patients have busy lives and may forget about an appointment until after the event. These patients are usually apologetic, embarrassed, rebook and it doesn't occur again. However, there are a few patients that will frequently DNA, don't appear to understand or accept the impact it has on other patients. We ask you to inform us if you cannot make an appointment to enable us to offer that appointment to someone else. To contact the Surgery if you know you will be late rather than not attending as the appointment can be cancelled or other arrangements may be able to be made.

Some of the effects of DNA's are:

- An increase in the waiting time for appointments
- Frustration for both patients and staff
- Preventing someone else who is unwell to be seen sooner.
- A potential risk to the health of the patient

The following Doctors' appointments were booked by patients who failed to attend:

March - 84

April - 79

May - 122

We ask you to please make every effort to attend your appointment. Thank you.

CHANGE OF NAMED/ ACCOUNTABLE GP

Patients whose accountable GP was Dr Hajjawi have been allocated to Dr Metcalfe.

You are still entitled to see any GP, particularly when a different GP may have a sooner or more convenient appointment for your needs. You may also be required to see or speak to alternative GPs in urgent situations, or if a home visit is required.



STAFF TRAINING CLOSURE

The Surgery will be closed on Wednesday 5 July from 12.00 noon to enable the staff to complete mandatory training. The Surgery will re-open as normal on Thursday 6 July.

BANK HOLIDAY CLOSURE

The Surgery will be closed on Monday 28 August and re-open on Tuesday 29 August. The Surgery will be open as normal on Saturday 26 August 8.30 - 11.30 for pre-booked appointments only and pre-ordered medication collection.

We thank you for your understanding during our closure times.



SAFETY IN THE SUN



Don't let sunburn catch you or your family out. Sunburn does not have to be raw, peeling

or blistering. If your skin has gone red or pink in the sun, it is sunburnt. Sunburn is a clear sign that the DNA in your skin cells has been damaged by too much UV radiation. Over time this damage can build up and lead to skin cancer.

It can be easy to underestimate the strength of the sun when you are outside. The wind and getting wet, such as going in and out of the sea/swimming pool, may cool your skin, so you do not realise you are getting burnt.

For advice and guidance on what to do if you are burnt, when to get medical advice, preventing sunburn, what to look for when buying sunscreen/cream, prevention and advice for babies and children please visit the NHS choices website <http://www.nhs.uk/Conditions/Sunburn/Pages/Introduction.aspx>

LETTER AND SICK NOTE REQUESTS FOR SCHOOLS

Please note that GP's do not provide a sick note for children who are off sick from school, all that is needed is a personal note for the child to take to school when he/she returns explaining the reason for absence.

On the rare occasion medical evidence is deemed necessary by the school due to recurrent absences related to illness, a request may be made in writing by a senior member of staff, with the parent's informed and written consent. It is important that these requests come from the school and not the child's family.

When students miss exams they can apply for special consideration but there is no need for a Doctor's note for this to happen, all that is needed is a statement of support from the school

The Joint Council for Qualifications has said that if a student was absent from an examination as a result of illness and has the support of the school, special consideration will be granted, on that basis.

HOLIDAY VACCINATIONS



Are you travelling abroad? You may need travel vaccinations depending on the country or countries you intend to visit. To help us advise you on the protection you need,

please see a Practice Nurse at least 8 weeks before you travel, and ideally 12 weeks ahead to provide time to discuss travel advice. For some vaccinations there will be a charge, please see our Dispensary for more information. You will need to:

- Complete a holiday vaccination form which can be obtained from the Reception or from our website
- Return the form to the Surgery to ensure the Nurses can fully prepare
- Make an appointment with the Practice Nurse for holiday vaccinations

FLU SEASON IS NEARLY HERE – GET YOUR FLU JAB WITH US THIS YEAR



Summer's only just here but it is already time to start thinking ahead to flu season. We will soon

be inviting our eligible patients to have their flu jab at the Surgery.

Please ensure we have your up to date contact details.

Flu can affect anyone but if you have a long-term health condition the effects of flu can make it worse, even if the condition is well managed and you normally feel well.

You should have the free flu vaccine if you are in the eligible group. For a list of eligible groups please see our website or ask at the Reception.

We would encourage all our eligible patients to have their flu jab with us this year.

You may think that by going elsewhere you are helping to ease the pressure on our services. In fact, the Surgery is more than capable of organising an efficient and effective flu campaign, covering literally thousands of patients all in one go.

Last year hundreds of our patients had their flu jab elsewhere, at local chemists and supermarkets, meaning fewer resources available for your local Surgery. Please support us by having your flu jab with us. Thank you.

In the coming months please look out for your invite letter, text, message on your repeat prescription or on our notice boards when our clinics are.

UNCOLLECTED MEDICATION

Unfortunately we have ongoing issues with patients who have not collected their medication which has either been ordered through our automatic system or via a Doctor query.

Patients do not always take their medicines as intended and sometimes not at all. There are a number of reasons why patients do not take their medicines.

- The patient does not believe they need to take their medication to control a condition or do not believe or accept that they have the diagnosed condition.
- The patient does not like a prescribed formulation so does not take the medication.
- The patient is experiencing side effects from their medication but had not informed the Doctor.

If any of the above statements relate to you please speak to either a Doctor or one of our dispensing team.

Uncollected medication causes a lot of work for our dispensing team. They have to open uncollected medication packets, peel off the label with the patients details on, check the medication is still in date and if in date place back on the shelf. If the medication is out of date the medication has to be destroyed which is a cost to the NHS.

Please help us to help you.