

PATIENT NEWSLETTER

AUTUMN 2017

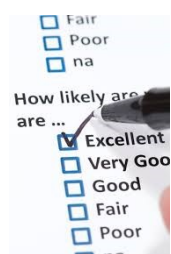
EARLY CLOSURE FOR STAFF TRAINING

The Practice will close early on Wednesday 11 October for staff training



The Practice will open to the public from **8.00am to 12.00noon**. The Practice will re-open at **8.00am** (Hedon) and **8.30am** (Keyingham) on Thursday 12 October. We thank you for your cooperation and understanding. If you require medical help fast but it is not a 999 emergency, or you require health advice or reassurance about what to do during the closure please ring 111.

GP PATIENT SURVEY



The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England and is sent out to over a million people across the UK. The GP Patient Survey assesses

patients' experience of healthcare services provided by GP Surgeries, including experience of access to GP Surgeries, making appointments, the quality of care received from GPs and Practice nurses, satisfaction with opening hours and experience of out-of-hours NHS services. The survey also includes a number of questions assessing patients' experience of NHS dental services. Below is an example of some of the questions asked and the results::

- 92% of patients find it easy to get through to the Surgery by phone
- 95% of patients were able to get an appointment to see or speak to someone the last time they tried
- 91% of patients say the last GP they saw or spoke to was good at giving them enough time

- 99% of patients had confidence and trust in the last GP they saw or spoke to
- 98% of patients say the last nurse they saw or spoke to was good at giving them enough time
- 94% of patients describe their overall experience of this surgery as good

The full results of the survey are published by Ipsos MORI on behalf of NHS England on the [GP Patient Survey publication website](#).

STAFF CHANGES

Gemma Parks is our new Health Care Assistant (HCA) who joined us in July. Gemma has started her training and is currently available to take bloods.

Jenny Carrigan is our new dispensary apprentice and she joined us in July. Jenny is settling in well within the dispensary.

Lauren Cunningham joined our dispensary team in August along with Carol Wilkinson. Both Lauren and Carol are in the process of being trained to become dispensers. They have been employed to replace Sarah Clinton and Charlotte Birnie who left the Practice in August.

Emmie Hames was our apprentice dispenser and was offered a permanent position. Emmie is a fully trained dispenser who has settled into the dispensary team. We are really proud of Emmie and everything she has achieved.

DID NOT ATTEND (DNA)

FIGURES

The following patients did not attend their appointments in the months of June, July and August:

June	78
July	82
August	102

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 could be made.

Please help us to help you - thank you.

FLU CLINICS



Influenza (often referred to as flu) occurs every winter in the UK and is a key factor in NHS winter pressures. It impacts on those who become ill, the NHS services that provide direct care, and on the wider health and social care system that supports people in at risk groups. It is important for patients who are in the following at risk groups to be vaccinated:

- Are 65 years of age or older
- Are pregnant or a carer
- Are in one of the high risk groups (Asthma or COPD; Heart Disease; Chronic Kidney Disease; Diabetes; Stroke; Liver Disease, lowered Immunity due to disease or treatment, a problem with your spleen e.g. sickle cell disease, seriously overweight with a BMI of 40 and above)

You may be offered a vaccination at a Pharmacy but if this happens their company gets paid for this and not the Surgery. We try hard to provide an efficient flu service for all of our patients and the funds received contribute to our Practice income from which the other services that we provide are paid.

Cont/....

As an NHS patient you are entitled to receive your flu jab from whichever NHS provider you choose, but we feel it is important for you to be aware of the implications of your choice before you make up your mind where to go.



Please speak to a member of the reception team to book your flu vaccination directly with the Surgery.

Thank you for your support.

INFORMATION FOR PATIENTS HAVING AN INTRA-UTERINE DEVICE (COIL) FITTED, REMOVED OR REPLACED

Information for patients who:

- Wish to have their device removed but not replaced
- Wish to have a device inserted or replaced

Can be found on the HGP website, please follow the hyperlink <http://www.hedongrouppractice.co.uk/info.aspx?p=11>

Alternatively please speak to a member of the Reception team who will be able to provide you with a paper version.

ARE YOU EATING AT LEAST FIVE PORTIONS OF A VARIETY OF FRUIT AND VEGETABLES A DAY?

Most of us still aren't eating enough fruit and vegetables. They should make up over a third of the food we eat each day. Aim to eat at least 5 portions a day of a variety of fruit and veg each day. Choose from fresh, frozen, tinned, dried or juiced. (Remember that fruit juice and/or smoothies should be limited to no more than a combined total of 150ml per day).

Fruit and vegetables are a good source of vitamins, minerals and fibre.

Almost all fruit and vegetables count towards your 5 A DAY, so it may be easier than you think to get your recommended daily amount. Fruit and vegetables don't have to be fresh to count as a portion. Nor do they have to be eaten on their own: they also count if they're part of a meal or dish.



MEDICINE MANAGEMENT WORK – A MESSAGE FROM OUR PHARMACIST, SALLY

In the past year we have carried out 40 different medication audits, reviewed medication/devices for adherence to guidelines, formulary and cost effectiveness for at least 900 patients. These audits are requested by the Clinical Commissioning Group to promote the appropriate and cost effective use of medicines. If you have been contacted regarding one of these audits we would like to thank you for your participation.

INFORMATION LEAFLETS

Did you know we have patient leaflets in our waiting room to provide you with a guide on various medical conditions/medical procedures.

Some of the leaflets available are:

- Long Term Medical Conditions
- Strokes and Transient Ischaemic Attacks
- Chronic Obstructive Airway Disease (COPD)
- About your ECG
- Diabetes
- Asthma

The leaflets can be found at both Surgeries. Why not have a look next time you visit.

CHRISTMAS MEDICATION ORDERING

Please note due to the Christmas period being a busy time the Dispensary staff request you allow 72 hours from ordering your repeat medication instead of the usual 48 hours. We would appreciate if you would use the 72 hour period week commencing 11 December through to 8 January. A further reminder will be posted in our winter newsletter along with Christmas medication deliveries to homes and drop off points.

CHRISTMAS AND NEW YEAR BANK HOLIDAY CLOSURES

The Surgery will be closed on Monday 25 December and Tuesday 26 December. The Surgery will re-open on Wednesday 27 December.

The Surgery will be closed on Monday 1 January 2018 and re-open on Tuesday 2 January 2018.