

# Park House Medical Centre – Patient Newsletter.

## Summer 2018

### Latest News

We have had some staffing changes over the past few months:

Donna Booth and Sally Cox have joined us as prescribing nurses.

Claire has joined us as a secretary and Natalie has moved from reception to the secretary team.

We have 3 new receptionists - Joanne, Pat and Rachel.

Fiona is now the reception lead.

Jordan is the carers champion and Zoe remains as the learning disability champion.

We also said farewell to Sharon Baker, assistant practice manager as she goes off to pursue a career in counselling. Sharon has been here for many years and will be missed by patients and staff alike.

Carers Federation are running monthly drop in sessions on the last Wednesday of every month 1200-1300. No appointment necessary just pop in and see Lorna.

Please do let us know if you are a carer; we can then ensure you get the services that you need such as flu jab.

### Summer Bank Holiday Opening Times

Thursday	21 <sup>st</sup> Aug	0800 – 1830
Friday	22 <sup>nd</sup> Aug	0800 – 1830
<b>Saturday</b>	<b>23<sup>rd</sup> Aug</b>	<b>Out of Hours</b>
<b>Sunday</b>	<b>24<sup>th</sup> Aug</b>	<b>Out of Hours</b>
<b>Monday</b>	<b>27<sup>th</sup> Aug</b>	<b>Out of Hours</b>
Tuesday	28 <sup>th</sup> Aug	0800 - 1830
Wednesday	29 <sup>th</sup> Aug	0800 – 1830
Thursday	30 <sup>th</sup> Aug	0800 – 1830
Friday	31 <sup>st</sup> Aug	0800 – 1830

**Please order your repeat prescriptions in sufficient time to ensure that you do not run out of your medication.**

**Having a nominated pharmacy really helps as we can safely and securely send your prescription to them electronically. This saves us, them and you time.**

**Your pharmacist may also require additional time to process prescriptions in the lead up to the bank holiday.**

### Choose Well

Do you know where you should go for help?

**Feeling unwell? Choose the right service**

 <b>Self-care</b>	 <b>NHS 111</b>	 <b>Pharmacist</b>	 <b>GP (Doctor)</b>	 <b>NHS Walk-in Services</b>	 <b>A&amp;E or 999</b>
Hangover. Grazed knee. Sore throat. Cough.	Unsure? Confused? Need help?	Diarrhoea. Runny Nose. Painful cough. Headache.	Unwell. Vomiting. Ear pain. Back ache.	If you cannot get to the GP and it is not getting any better.	Choking. Severe bleeding. Chest pain. Blacking out.

Health advice can be obtained from by calling 111 at any time of day or night and when your GP Surgery is closed.

### Patient numbers hit 10,000

Park House Medical Centre now has over 10,000 patients. We have grown substantially in the past 3 years and continue to grow. We have a limited number of staff; both clinical and non-clinical and we do our very best for all our patients.

The phones are incredibly busy for most of the day and our reception team do their best to minimise the wait times. The phones are at their busiest between 8 and 11 daily.

How can you help us?

- Book your appointment on line if possible
- Request your prescription on line if possible and only ask for what you need which may not be everything on your repeat list
- If you have a non-urgent question or query please telephone after 11am
- If you are ringing for results please telephone after 11am
- If you need to cancel your appointment please use the text service (see over)

Appointments are precious:

- Don't be offended when we ask you what the problem is – we are not being nosy, we just need to make sure you see the most appropriate clinician which may not be a GP
- Most of our nurses are prescribing nurses and you may be offered an appointment with one of them rather than a GP
- On the day appointments are for urgent problems only
- Pre-bookable appointments are for problems which are not urgent and can wait
- You may be advised to visit your local pharmacist for some non-urgent problems and medication such as hay fever relief
- If you can't make your appointment please cancel it

### Evening and Weekend Appointments

From mid-September we are participating in the extended hours service. This service offers appointments between the hours of 630-8pm Monday-Friday and on Saturday and Sundays at various times and locations.

You will be able to request a GP appointment here or you can opt to be seen at a different practice in the area. More information can be found on the practice website in September.

### Keep us Updated.

It is important that we are able to contact you.



Please let reception know if you have changed either your address or your telephone number so that we can keep our records updated.

### Text reminders for appointments

Did you know that if we hold your mobile telephone number we can send you text reminders?

This is a new system that we have introduced. You will not receive the immediate text confirmation of your appointment. However you will receive a text reminder of your appointment 7 days prior to your appointment and again the day before.

### Can't make it to your appointment?

We know and understand that sometimes it is hard to keep your appointment. If you find yourself in this situation please let us know as soon as possible. This will enable us to be able to offer the appointment slot to another patient.

If you received a text reminder about your appointment you do not need to telephone you can simply text the word CANCEL to the number in the text message. You can do this at any time of day or night up to one hour prior to the appointment time and your appointment will automatically cancel and become available in the system for someone else to use. Please only text the word CANCEL; we do appreciate polite messages of explanation but this actually stops the system from dealing with the cancellation automatically.

### Flu Clinics

Preparations are underway for the annual flu clinics. Clinics will run in September, October and November. If you are eligible for a flu vaccination you will be contacted shortly and invited to book an appointment for your flu jab. If we hold your mobile telephone number you will receive an invitation via text message.

### Coughs, Colds and Minor Ailments

Were you aware that your local pharmacy is able to help you with many common minor ailments, coughs and colds? You can simply request a consultation with the pharmacist.

### Self-Care

A well-stocked simple first aid / medicine cabinet can really help throughout the year.

- Plasters / dressings
- Antibiotic ointment
- Antiseptic solution
- Thermometer
- Anti-diarrhea medication
- Laxative
- Rehydration sachets
- Antacids
- Antihistamine,
- Pain relievers
- Cough and cold medications

[www.nhs.uk](http://www.nhs.uk) (NHS Choices) gives good advice on self-care for basic ailments.