

# Park House Medical Centre – Patient Newsletter.

## Winter 2018

We would like to take this opportunity to wish all of our patients a Merry Christmas and Happy New Year.

Please do look after yourselves and enjoy all the festive season has to offer.

We are open during the festive season and to meet demand our GPs and Prescribing Nurses will be running mainly urgent on the day appointments between 24<sup>th</sup> December and 3<sup>rd</sup> January.

Don't forget when we are closed NHS 111 service is available 24hrs a day for help and advice. A&E should only be used in cases of emergency.

**Feeling unwell? Choose the right service**

**Self-care**  
Hangover.  
Grazed knee.  
Sore throat.  
Cough.

**NHS 111**  
Unsure?  
Confused?  
Need help?

**Pharmacist**  
Diarrhoea.  
Runny Nose.  
Painful cough.  
Headache.

**GP (Doctor)**  
Unwell.  
Vomiting.  
Ear pain.  
Back ache.

**NHS Walk-in Services**  
If you cannot get to the GP and it is not getting any better.

**A&E or 999**  
Choking.  
Severe bleeding.  
Chest pain.  
Blacking out.

### Christmas Holiday Opening Times:

Monday	24 <sup>th</sup> Dec	0800-1830
<b>Tuesday</b>	<b>25<sup>th</sup> Dec</b>	<b>Out of Hours</b>
<b>Wednesday</b>	<b>26<sup>th</sup> Dec</b>	<b>Out of Hours</b>
Thursday	27 <sup>th</sup> Dec	0800-1830
Friday	28 <sup>th</sup> Dec	0800-1830
<b>Saturday</b>	<b>29<sup>th</sup> Dec</b>	<b>Out of Hours</b>
<b>Sunday</b>	<b>30<sup>th</sup> Dec</b>	<b>Out of Hours</b>
Monday	31 <sup>st</sup> Dec	0800-1830
<b>Tuesday</b>	<b>1<sup>st</sup> Jan</b>	<b>Out of Hours</b>
Wednesday	2 <sup>nd</sup> Jan	0800-1830
Thursday	3 <sup>rd</sup> Jan	0800-1830
Friday	4 <sup>th</sup> Jan	0800-1830

Local pharmacies are open during the festive period. All details of opening times and locations are available on the practice website.

### New Staff

In December we welcomed Amy to the team as an apprentice administrator and Lia will be joining the reception team in early January.

### Repeat Prescriptions

Please order your repeat prescriptions in sufficient time to ensure that you do not run out of your medication. Ideally you should request your medication when you have 7-9 days left. If you request too early we are not able to issue the prescription.

Prescription requests may take up to 3 working days to process.

Your pharmacy may also require additional time to process prescriptions in the lead up to the festive period.

### Flu Vaccinations

We still have flu vaccines. If you are eligible and have not yet had your vaccination please contact reception to book an appointment as soon as possible.

### Nominate a pharmacy

We are asking all patients to nominate a pharmacy so that we can send your prescriptions electronically. If you have not already done this Reception are able to add your nominated pharmacy to the system.

### Coughs, Colds and Minor Ailments

Make your local pharmacy your first stop for help and advice on minor ailments. They can often help without the need to see a GP.

### 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.

### **Are you a Carer?**

Please let us know if you are a carer; we can add you to our carers register and ensure you get the services that you need such as flu jab. Jordan is the practice carers champion.

### **Policy of Zero Tolerance of Violence and Aggression towards staff**

It has become necessary to implement a policy of zero tolerance for violence and aggression towards staff. The policy is available in the surgery and on the website. Patients who are verbally or physically abusive towards staff will receive a warning and continued unacceptable behaviour will result in patients being removed from the practice list.

### **Keep us Updated.**

It is vitally 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.

As a practice we do rely on messaging systems to be able to get information to our patients. Please ensure that we have your most up to date mobile number.

### **Evening and Weekend Appointments**

Since mid-September we have been participating in the extended hours service. This service offers appointments between the hours of 6:30-8pm 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.

### **How can you help us?**

There are a few simple things that you can do help us which in turn will enable us to help you:

- Avoid calling the practice at peak times between 8-11am for non-urgent queries
- Book in for your appointment using the booking in screen rather than joining the queue for reception
- Nominate a pharmacy for your prescriptions to be sent electronically
- Sign up for online services
- Book GP appointments on line
- Request repeat prescriptions on line
- Put repeat prescription requests into the prescription box in the waiting room rather than handing into reception
- If you have a number of issues that you would like to discuss at your appointment make reception aware and request a longer appointment
- Do not expect the clinicians to treat other members of the family in your appointment – each member of the family will need their own appointment
- Only request the medication that you require which may not be everything on your repeat list
- Ring for results after 11am
- Accept you may have to call the following day as all the urgent appointments are taken for that day
- Cancel your appointment using the text service or online where possible
- Don't be offended when we ask you what the problem is – we do so to ensure you see the most appropriate clinician
- Understand that seeing a nurse may be more appropriate than seeing the GP
- On the day appointments are for urgent problems only
- Pre-bookable appointments are for problems non-urgent and routine problems
- Understand you may be advised to visit your local pharmacist
- Be polite and courteous to our staff – they are doing their best to help all our patients

### **Patient Participation Group**

If you would like to join the PPG please let reception know and we will pass your details to the chairperson and they will contact you.