



The Swanage Medical Practice

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Issue No.9

Welcome to our Spring Newsletter! Communication is a key strategy and we recognise the importance of keeping our patients informed about all aspects of our work. There has been some speculation that the number of General Practice Surgeries in Purbeck is going to reduce. This is not the case.

Elsewhere in Dorset practices are merging due to problems in recruitment of staff. This is thankfully not currently the situation in Purbeck and all 6 practices intend to continue independently. There are plans to work in a more collaborative fashion in order to offer more local services but there are no plans to reduce the choice available. Some of you have indicated to us your concern about what you've heard; we hope this reassures you.

An inconvenience.....



You can't have failed to notice that the ground floor 'conveniences' have been out of action undergoing a much needed refurbishment. We apologise for any inconvenience caused.

The prime reason for this is to increase the size of the currently inadequate consulting space in room 14 and to modernise the toilets.

The new facility will be a single occupancy, unisex toilet, with more space and will provide a more comfortable environment particularly if you are in the surgery for an appointment accompanied by your children, have your shopping trolley or rollater with you, etc.

This seems a good opportunity to stress that the toilets at the practice are for the use of **patients who are visiting the surgery for appointments only**. We are not funded by the NHS to provide a public convenience and would remind everyone that there are public toilets at the residents car park behind the recreation ground and the ones by the new beach huts. Of course in acute circumstances we would not turn anyone away. Please speak to a receptionist first; for fire health & safety regulations reasons we do need to be aware that you are in the building.

We appreciate your consideration of this.

Zero tolerance.....

It saddens us that we have to mention again that abuse towards our staff will not be tolerated. Our practice charter states:

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

It may interest patients to know that if you are removed from our list for persistent poor behaviour, under NHS regulations, you are not permitted to register elsewhere locally. You would be compelled to register at a specific surgery in Boscombe! Not very convenient, particularly if you have a chronic condition that requires regular clinical support.

So do consider very carefully how you behave towards our staff. You may not always like what you are told, but our highly trained staff strictly follow carefully considered protocols, put in place by the Doctors and Practice Manager, to ensure the practice runs fairly and smoothly for all patients.



Mobility Scooters

Please note that patients with mobility scooters who are not happy or able to leave their scooters outside are politely asked to 'park' their vehicle on the left hand side of the foyer where the sign indicates. If your mobility issues are so severe that this would be a problem for you, please advise the receptionist who will be more than happy to arrange a suitable alternative.

Taking control of your health

Why not 'spring' into action & take control of your health & sign up for online access to our services? This enables you to organise appointments, view your online record, order repeat prescriptions, update your contact details & submit questionnaires or surveys; all from the comfort of home or while on the go via your smart phone. How convenient!! Pop into the surgery today, with some ID, and the receptionist will sign you up.



Consider others & cancel your unwanted appointments!

With the introduction of the text cancellation service we're happy to say incidents of DNA (Did Not Attend) appts. have reduced by 26% since this time last year. More still needs to be done to reduce the still large number of missed appts. with clinicians. **Help us, help you** by giving us your mobile no. so that you can easily cancel your unwanted appointments. Cancelling your unwanted appointment, so that someone else can have it, is the single most important contribution you can make to the practice & your fellow patients.



Clinical Services review for Dorset - We hope you had a chance to contribute to the public consultation phase of the review which ended on the 28th February. We were heartened to see so many of you at the numerous public events and hope we can encourage some of you to get involved further by considering joining:

Patient Participation Group (Friends of the Practice)

The PPG is an independent group of patients that meet regularly and are kept informed about the practice. The aim of the group, amongst other things, is to identify patient's needs and hear their views. To act as a liaison group between the practice & patients when considering the impact of changes in health care policy proposals and constraints. They also fundraise regularly for much needed monies to purchase equipment for the practice. Do consider getting involved in their valuable work; for more information contact the surgery for an application form. Countywide or locally your views are important, really do count and can be a catalyst for change!

The **Dorset Clinical Commissioning Group** are also keen to hear from you. Why not join their *Health Involvement Network*. Receive a quarterly newsletter to learn about opportunities to get involved & how the views of local people are helping them shape services. For further info: www.dorsetccg.nhs.uk or phone, tel: 01202 541946.



WE WANT YOU!

Staff Antics/ Healthy Eating Resolutions -The new year is all about fresh starts & self-improvement but sometimes even the clock striking 12 isn't enough to get us feeling motivated. Many of the SMP team are trying to eat healthily & we thought it would be fun to share some of our favourite recipes with you, to help you stay on track.

Succulent Roast Salmon

Place a 140g salmon fillet with 10 cherry tomatoes on the vine (150 g) on a baking tray. Bake at 200C for 15 to 20 minutes until the fish is cooked. Serve with a generous 112g helping of steamed green beans.

YUM and only 304 calories! The magic of this recipe is you don't use any fat as the fish is oily & the tomatoes ensure the salmon stays juicy. Or try this:

Veggie Chilli Charmer

Fry a clove of garlic & half a finely chopped red chilli in a tsp olive oil. Add a pinch of cumin & one large or four small chopped mushrooms (20g) & cook for 5 mins, add a splash of water if it sticks. Add half a 200g tin of chopped tomatoes & half a 200g tin of kidney beans, stir & simmer for 10 mins. Serve with 2 tbsp (80g) cooked wild brown rice. Delicious & only 378 calories!

Double up on the ingredients to make nourishing low calorie meals for two! *If you have a recipe that you'd like to share with other patients; let us know and we'll consider including it in the next Newsletter.*



There are a wide range of disease and conditions caused by smoking, including cancers, respiratory diseases, coronary heart & other circulatory disease, stomach & duodenal ulcers, erectile dysfunction & infertility, osteoporosis & cataracts. Women who smoke during pregnancy have a much higher risk of miscarriage than those who don't smoke & smoking can also cause complications in pregnancy & labour.

You are far more likely to have a successful quit attempt if you attend an **NHS Stop Smoking Service**. The local chemists Co-op, Day Lewis & Boots offer a free Stop Smoking Service where they will offer you advice, prescriptions and a non-judgemental approach, giving support to help you quit. The adviser will discuss NHS-endorsed treatments available to help you stop smoking. These are nicotine replacement therapies including patches, gum, lozenges, micro-tabs, inhalators, mouth sprays & stop smoking tablets. For more information please contact them direct today and make a positive change to your long term health & well being.



Vaccinations for Foreign Travel - Please be aware that from the 1st April, Hep B & the combined Hep A & B jabs will incur a charge, even for children, because they are no longer available free on the NHS. Can we remind potential travellers that if you are travelling to a region that may require you to have jabs; your travel form must be submitted to the surgery AT LEAST 6 weeks before travel or we cannot provide you with a travel service. **Thank you.**

Answers to frequently asked questions

Q: Why can't the receptionist let me know what my test results are? A: Quite simply because they are not clinically trained to do so. If you need your results to take to a consultant a message will be sent to the Doctors secretary, who will print them out for you to collect from the front desk. If you are just wanting to know that your results have come back OK the protocol is that your GP will contact you if he/she needs to speak to you, and won't if they don't. The assumption being therefore, that if you don't hear, then all is well; however if you are still having symptoms book another apt or telcon with your GP.

Q: Why can't you give me a urine sample pot? A: If you are bringing in a sample for a specific test requested by your GP we have special sample containers for this purpose and your GP will tell you which one to ask for. We are not funded by the NHS to provide any others. Just use a clean lidded container such as an old jam jar & clearly label with your name & d.o.b. If you are coming into the surgery with a possible UTI, always bring a sample.

Have your say: If you have any comments or feedback about our services, please use the 'Friends & Family Test' touch screen and we can respond to the queries raised via this newsletter. Your opinions are of great value to us & can sometimes lead to change within our practice. For major concerns & queries please contact Natasha Ritchie, Practice Manager or speak to your GP.