



The Swanage Medical Practice

Dec 2017
Issue No.11

Welcome to the Winter Newsletter! As we approach the season of good cheer, following a hectic Autumn, it is gratifying that our efforts to ensure the surgery runs smoothly for all, has been recognised in the form of this lovely feedback: *'busy practice, pleasant, helpful and efficient admin staff. My GP Dr Munday is excellent, approachable, understanding and although I am a relatively new patient, I have total confidence in him. Other nursing staff (respiratory test and blood test) were also professional, careful and pleasant. All staff are continually very busy, and amazingly patient'* This motivating response has been gratefully received by all staff at the practice. We are totally committed to providing Swanage residents with the best possible care and health outcomes and look forward to supporting your health in 2018

The Doctors & staff would like to wish you all a very Happy Christmas & a healthy 2018!



Many of you will have noticed by now that when phoning us for an appointment there is a new message giving you distinct options to choose from. Listen carefully so that you choose the correct service for your needs. Please be minded that if you are ringing up with a routine enquiry don't do so first thing when the switchboard is at its busiest. Additionally be aware that we do not take prescription requests over the phone; sign up for electronic prescribing and do this online or join your pharmacist's repeat service.

Flu Clinics

We've sent out the letters to all adults and children eligible & the clinics are underway. This is a large & important initiative that relies on patient uptake to keep the whole community clear of the flu virus. Flu is an acute & highly infectious viral infection of the respiratory tract which spreads rapidly in small communities like ours. If you haven't yet had your jab, give us a call & make a convenient appointment.

Still don't want the jab? If you don't want to have the jab, please advise us by kindly responding to the letter we sent you. If we don't hear from you, national guidelines dictate that we **MUST** get in touch with you to ascertain your response; this can be time-consuming and a burden on our stretched resources.



Purbeck Panorama - The new embroidery, Purbeck Panorama, hanging in the surgery waiting room was donated to the Health Centre by the Purbeck branch of West Country Embroiderers. The wall hanging was designed by Elaine Snazell and stitched by her and other members of the group. The Purbeck group meets on the first Tuesday of every month (except January & August) in Church Knowle Village Hall for day long tutor led workshops featuring all techniques (with occasional travels around the world). Some sessions also cover beading, colouring and manipulating fabric to make unique backgrounds for stitching and 3 dimensional work. If you would like to join the group or go along for a taster session please contact their Membership Secretary Elaine Roberts on 01202 692018.

We are very grateful to this talented group for their beautiful gift; we hope you enjoy viewing it and why not consider joining their group to bring out your 'inner crafting' skills—it's a wonderful mood enhancing way to pass the time and make new friends.

Link Visiting Swanage is a befriending service operating throughout east Purbeck. It is mainly for those over sixty who find themselves requiring some extra friendship and support. They aim to match volunteers with elderly folk who would love to see a friendly face on a regular basis, perhaps once a week for an hour or so. Link Visiting has a waiting list of isolated people in the Swanage area who would love to have your company. Can you spare an hour a week to visit someone who sees no-one?

Please get in touch with Alan on 07495 534171 or email Swanage@linkvisiting.org or pop into 21 Commercial Road, Swanage BH19 1DF, for an application form.



An important reminder from the GPs

Face to face appointment slots are 10 mins long, by the time the patient is called & has come into the consultation room, that time has gone down to approximately 7 minutes.

So please be prepared, come to the point quickly & don't bring a list of items to discuss. If you have more than one issue to discuss you may be asked to book another appointment.

PLEASE!
NOTE

Thank you

District Nurses and Home Visits—URGENT request! It's a shame to have to mention this again BUT can we remind patients that if you are mobile the hard pressed District Nurses **should not** be visiting you at home to do blood tests, dressings or to give you your flu jab for your own convenience!

Recently the DN's have been visiting housebound patients to give them their flu shots & their 'mobile' partners have asked to have it done then too. **This is not appropriate.** Eligible partners (of housebound patients) who are out & about in the community should have their flu shots as soon as they can in the Flu Clinics offered. Apart from anything else this protects your housebound partner from catching flu from you!

The criteria for the DN's visiting you are as follows—you are: completely **housebound**; elderly & frail; very ill; undergoing chemotherapy; have a blocked catheter; are a palliative care patient; or have specifically been referred to the DNs by your GP. Like other NHS services the team are under immense pressure with limited resources. **Please think very carefully before asking for their support if you are in fact able to come in.** **Thank you**

Staff antics..... Drs' secretary Gail Taylor would like to thank everyone who supported her MS Society stall at the first flu clinic this year. With your help she raised £132.20! We'd like to thank the Patient Participation Group for kindly supporting us during the flu clinics.

The evenings are drawing in & there's a chill in the air why not tempt your taste-buds with this tasty, low calorie **Mexican Pizza**: Take 1 tortilla (55g) and top with 2 tbsp of passata, 3 small diced balls of light mozzarella (90G), and scatter with 170g chopped vegetables: mushrooms, red pepper, courgette, red onion, aubergine & spinach are all ok. Sprinkle with some dried chillies & Cook in a hot oven for 5-10 mins.

Yum and only 358 calories!

Ear Syringing

Our regulars will be aware that there is high demand for these appointments so they are always at a premium. You may not know that you can do it yourself so with that in mind, we've created a self-help leaflet giving you advice about how to do it.

Pick one up from the surgery today!



When we get things wrong..... We are only human and will make mistakes from time to time. A large part of what makes medicine a profession is being open about mistakes and trying to learn & improve from them. We actively encourage our patients to let us know if they feel we have let them down or could do things better. Ideally we would like to know face-to-face about a problem, as from our experience, an open and honest discussion can often allay most worries. However if you feel we still haven't answered your concerns, or feel unhappy talking about it, then please write to the Practice Manager.

How to order your repeat prescriptions

You'd be surprised by the extraordinary range of repeat prescription requests we get at the surgery, many of them scribbled on tatty scraps of paper & unsigned. If they are signed it is often just with a first name and no other details.....so it can be a guessing game who the request is from.

Therefore.... its time for a reminder to **help you help us** provide an efficient service for all patients...

The best & most efficient way of getting your repeat prescription is to:

1. Sign up to our online services so you can request scripts online.
2. Nominate a pharmacy for electronic prescribing
3. Sign up to your pharmacy's repeat service

If you must make your request in person do so with the 'B'-side of your prescription. If you don't have one to hand, writing your request is perfectly acceptable - but do so **legibly and sign it clearly with your full name in blocked letters & your date of birth.**

Repeat prescriptions are initiated by the receptionists then signed by GPs. Therefore it is best not to include a complex message to your GP if it is unrelated to the request. Please do this separately as messages to your GP & script requests take different administrative routes within the surgery and your message could be delayed.

Do all of the above & ***you will be in control of your own health.*** A last minute request, due to your muddle, doesn't make it urgent for your GP.

Please always give at least 48hrs for your prescription.

P.S. Don't stand in line at reception to hand in your script requests as this creates an unnecessary queue & is a waste of our staff's valuable time! Please put them in the secure letter box by the front door.

Answers to frequently asked questions

Q: Why don't the GPs deal with accidents or medical emergencies happening outside the Health Centre or in Town?

The GPs are of course willing and able to attend to patients in a state of collapse on, and in very close proximity, to our premises. However the Ambulance Service with its highly specialist equipment and expertise are in fact best placed to attend to 'street' emergencies. If you should witness such an emergency please ring 999.

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.