



The Swanage Medical Practice

Summer 2019
Issue No.15

Welcome to our Summer Newsletter! Summer is struggling to arrive but we are feeling optimistic about the season and the future. Despite GP surgeries in Dorset & nationally closing down, we are 'holding our own' as a practice & that's despite being two GPs short. Soon we will be able to bring you exciting news of a more formal working relationship that we are developing with our fellow Isle of Purbeck practices. The idea being that the might of collective thinking & working will bring increased 'security of tenure' and improved services for all our patients. *Watch this space!*

GP News..... We are delighted to report that Dr Mark Law has now become a partner at the practice and Dr Sarah Basham is increasing the number of sessions she does with us. Our GP recruitment campaign continues unabated; we've had some interest and hope to have positive news for you soon.

!STOP PRESS!

Exciting new Online consulting service



With routine GP appointments at a premium this exciting & convenient new service could help you get advice about a health concern without having to come in to see your GP!



e-Consult is a new service using digital technology to bring choice to patients who want to consult with a GP online.

Patients who submit their symptoms online will get a response within 48 hours (Mon-Fri). A GP will review your symptoms & give advice as appropriate. This could be general advice, direction to other support such as the pharmacy or if necessary an appointment to see a GP. The service also offers around the clock NHS self-help information, signposting to services & a symptom checker.

Patients can also request prescriptions, test results, referral letters & medical reports.

To use **e-Consult** please click on:
<https://swanagemedical.webgp.com/>

Patients Participation Group (PPG) You'll have noticed members of the PPG have been in our foyer recently handing out info about what they do & signing up new members. We'd like to thank them for their recent fundraising efforts that have culminated in us being able to purchase an Ambulatory Blood Pressure machine. This equipment monitors a patient's blood pressure as they move about their daily business over a 24hr period giving our clinicians vital information that can lead to the patient being given the most appropriate treatment plan. The PPG are always pleased to welcome new members. Just pop into the surgery for more information or if you'd like to make a donation .



Online Services Don't forget that you can register with us online! This is an amazingly convenient way of ordering repeat prescriptions, viewing a summary of your medical record, accessing recent test results & booking GP appointments. All you need do is come into the practice with some ID & one of our reception team can sign you up!

Sshhh...we'll let you into a little secret..... this is the quickest way of getting your repeat prescription!





Gluten free

Change to Gluten Free Products being available on Prescription

Our Coeliac patients will be aware that only a limited range of gluten-free foods are now available on prescription. You've indicated that one of the most missed products is the gluten-free pizza base. We've done some sleuthing and have found this great recipe that the intrepid among you might like to have a go at making



Ingredients:

- 250ml semi-skimmed milk
- 1 x 7g sachet dried yeast
- 2 ½ tsps caster sugar
- 400g gluten-free bread flour, + plus extra for dusting
- 1 tsp xanthan gum
- 1 tsp fine sea salt
- 1 large free-range egg
- olive oil
- ½ tsp bicarbonate of soda
- 2 tsps cider vinegar

Method: 1/ preheat the oven to 220C/425F/gas 7 & place a large baking tray in the oven to heat up. **2/** Heat the milk in a small pan over low heat until lukewarm, then place 50ml into a jug with the yeast & sugar. Mix well, then set aside for a few minutes until it starts to bubble **3/** Sieve the flour, xanthan gum & salt into a large bowl, make a well in the middle. In a separate bowl combine the egg, 3 tbsp olive oil & the remaining milk, then pour into the well, with the yeast mixture. Gradually bring the mixture together with a fork until it forms a smooth dough. **4/** In a small cup, combine the bicarb & vinegar, then quickly knead it into the mixture. Place the dough into a lightly oiled bowl, cover with a damp tea towel, then leave to prove in a warm place for around an hour, or until doubled in size. **5/** Once doubled in size place on a flour dusted surface & roll out until roughly 2mm thick. **6/** Place on your pre-heated tray, add the toppings of your choice and bake in the hot oven for 10-12 minutes until golden & crisp. We hope you enjoy it! All of the ingredients listed are available at large supermarkets & some health food stores.

Do let us know how you get on!

Staff antics.....

On the 7th July an SMP 'team' did a 3k Rainbow Run which included being spattered with very messy powdered paint!!!



They raised a fantastic £300+ which will go to Naomi House Children's Hospice. For more information about this wonderful organisation please view their website:

www.Naomihouse.org.uk

IMPORTANT Reminder! Phone Prescription Requests

Just a notice to re-iterate - we don't take prescription requests over the phone under any circumstances. This important protocol is for your safety as well as ours. Anyone registered for online access can request them online. If you're out of area you can ask your usual Swanage Pharmacy to request if for you & just advise us of the postcode of the chemist you want it sent to. If this isn't an option you'll just have to see a GP local to where you are staying as a temporary resident.

Patient Hospital Transport Update



- From the 1st July we are no longer directly using E-zec. All assessments for patients requesting NHS funded Non-Emergency Patient

Transport will be undertaken by the Patient Transport Advice Centre (PTAC) on behalf of NHS Dorset CCG and not the GPs. If patients are assessed as eligible, NHS funded transport will be booked with the provider. If they are not eligible PTAC will signpost them to other appropriate alternatives. **The new number is 01278 727457**

Answers to frequently asked questions

Q: What is a 'self-limiting' illness & why is it better to consult a pharmacist, I'd rather see my GP?

A: *When we refer to a 'self-limiting' illness we are denoting conditions that given enough time and patience the person will recover from without medical intervention. So for instance viral infections like colds, coughs and sore throats, though unpleasant, in the majority of cases will go away by themselves. During your period of illness your pharmacist will be able to offer you over the counter medications that will ease your symptoms. Your GP is likely to offer you the same advice and suggest you visit your pharmacist for symptom relief. Antibiotics are not likely to be issued. By visiting your pharmacist, who is a medical professional, you are saving yourself and us time. The GPs can then focus on supporting patients with chronic health conditions and diagnosing serious illness in others. It should be noted however, and most of these patients know to do this; if you are someone with a chronic condition and therefore potentially more vulnerable to developing serious bacterial infections you should always visit your GP if your instinct tells you its more serious than say a simple cold. If you are unsure our reception team are trained to direct you to the most appropriate care pathway.*

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.