



The Swanage Medical Practice

Late Summer 2018
Issue No.13

Welcome to our Newsletter! The practice has been busier than ever this Summer. Seasonal differences in demand have all but vanished. The new Medically Urgent Sit & Wait surgery has gone some way to help us manage the pressure alongside the additional support we've had from the nurse appointments at Swanage Hospital. As ever great team work has been the key coping strategy and we are grateful to our entire team for their support and to patients for continuing to abide by the new attendance criteria.

It seems too soon but we are now getting our heads around planning the flu clinics in time for 'flu season'. Please keep an eye out for your letter and the dates we offer. This crucial mass vaccination initiative is vital to keep our entire community well during the winter months.



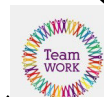
GP News.....

You will be aware by now that we are saying goodbye to our colleague and friend Dr Sandeep Gwinnett. We shall miss her very much and offer our deepest thanks for the time & dedication she has given to the Practice, and extend to her the warmest of farewells, and wish her good fortune in her new endeavour.

Recruitment for her replacement is ongoing; in the meantime we have specific locum appointments in place for her patients so that there is no disruption to their care. *It won't have escaped your notice that GP recruitment is a national challenge, but rest assured we are working on it!*

Additionally you'll have twigged that Dr Jason Clark is out of action for the time being. Please be reassured that we have made alternative arrangements for his patients too. Our saviours come in the form of

Dr Jonathan Easterbooke, who many of you already know, and our own GPs doing extra sessions.



VITAL CHANGE OF PROTOCOL:



Bringing in a urine or stool sample?

Daily we receive scores of samples, many of them un-named & with no reason/symptoms given. This information is vital or we can't send the samples off for testing. SO if you are bringing a sample in please, before putting it into the sample deposit box, make sure it is labelled with your name, date of birth & the reason for submitting it, i.e: your symptoms. This can be via a clearly written note or ask for a form at the front desk. *Thank you, your co-operation is much appreciated!*


FACT: Smears save lives! Ladies, ladies we are still down on the numbers of you having the test despite our best efforts?? We understand this isn't the most pleasant procedure, but our nurses are wonderfully kind, well trained & if you're still unsure will chat to you about it first. *Don't delay, book now.*



Are you aware how skilled your community Pharmacist is?

With the Medically Urgent Sit & Wait (MUS&W) surgery busier than ever before & the unlikelihood of you getting antibiotics for a minor illness; why not speak to your Pharmacist about over the counter medications that will help sooth & reduce the symptoms while your amazing immune system works to fight off your illness? This will save you having a long wait at the surgery to receive the same advice a Pharmacist can give you. It will also mean more appointments are available for the seriously ill and help reduce antibiotic resistance, which is a very real threat. Please consider carefully if you really need to attend the MUS&W.

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Keep an eye out for your flu jab invite letter. The Govt. have moved the goal-posts this year to try & include as many of the circulating viruses in this years vaccine, so deliveries will take place in early October. Letters will go out at the end of Sept. to alert you of the clinic dates.

Make sure you make a note in your diary! There is much mis-information circulating about this vital vaccination - look out for our myth busting leaflet - available soon.

The most dangerous vaccination is the one not given!

When a receptionist says you need to call 999.....

The reception team are highly trained individuals who have been given the skills to recognise when it is appropriate for a patient to ring 999. If you phone us from home, give us your symptoms & reception tell you to phone 999, please do so. It is for your own good, better for you and for the surgery. If you come to the surgery you become an emergency case, delay the surgery and **more importantly delay YOU getting the most appropriate treatment from clinicians that are trained to deal with emergencies - Paramedics**. You'll NOT be wasting their time & they have specific skills & equipment that we don't!



REMINDER: If you want to talk to anyone at the surgery about a relative, partner, or adult child (over 18yrs), we have to have permission from them first. We are bound by important patient confidentiality/data protection Laws. If you're happy for a relative or partner to talk to us about you, YOU must give consent in writing to us first. For further information on what to do, speak to a receptionist.

Don't know where to turn to for help?..... Perhaps Wayfinder can help you?



POPP Wayfinders live and work locally to provide information and signposting to support and services for anyone over 18 in their local communities. People contact us with a range of questions ranging from housing problems or applying for a blue badge to feeling lonely or worrying about a family member. The role of the Wayfinder is to research and provide information tailored to a client's needs. Information given may typically be in response to these sorts of enquiries: Can I get hot meals delivered to my door? Where can I find someone to help me with shopping? Who can claim Attendance Allowance? What rights do I have as a carer? What support is there to prevent me from feeling lonely? So, if you have any questions at all then contact us for free, impartial and confidential information. Central contact numbers: 01202 946111 or 01305 548111 Email: wayfinderinfo@helpandcare.org.uk Alternatively contact your local Wayfinder, Jude Evans Tel: 07966 927082 Email: jude.evans@helpandcare.org.uk

A walk a day keeps the Doctor Away.....

The Purbeck locality have signed up to the "Purbeck Mile". The Purbeck Mile encourages people to complete a circular 1-mile or 2 mile walk starting at their local GP surgery, hospital or council offices. The aim of The Purbeck Mile is to increase people's participation in walking—as you know, short walks are proven to improve physical and mental health and its recommended everyone walks for at least 150 minutes every week.




Take a look at the poster outside the front door of the surgery and give it a go!

Please note that you should only undertake the suggested routes if you are physically able to do so and be aware that you do so at your own risk.

Staff antics... Doctors secretary, Gail Taylor helped to organise the MS Family Fun Day on Wareham Quay in July, which raised over £4,000, this will be used to help people with MS & their families in this area. Gail will also be running her usual charity stall at the surgery's flu clinics. Medical secretary Louise Holloway has raised over £400 for the Royal Marsden by abseiling the Spinnaker tower and Dr Munday is soon to embark on a 108 mile bike ride for Macmillan! We'd like to congratulate nurses Alison Page & Jane Haysom for passing their Advanced History taking course and Dr Hombersley for re-doing training for coil-fits & implants. *Look out for info in the next newsletter about our contraception services.*

Advice about your referral.....

 The Medical Secretary team are a hard working bunch and one of their responsibilities is to initiate referrals requested by GPs. Their aim is to get you the soonest appointment, at the most convenient location. Some of these clinics take place at Swanage Cottage Hospital (SCH), but many don't, or the waiting list is so long at SCH, and given your symptoms/seriousness of your condition, a sooner appointment further afield is more appropriate. Once a referral has been made and you've received the paperwork about it, the referral 'belongs to YOU'. This paperwork is key and must be read thoroughly. The Medical Secretaries are increasingly overwhelmed by patients querying details of their appointments when the information sought is clearly displayed in the letters they've received. The Medical Secretaries have no control over when or where your appointment is scheduled. The team kindly ask that YOU take 'ownership' of YOUR appointment, read the details carefully, and if there is a concern, contact the clinic that you've been referred to, who are best placed to furnish you with any further information.

Thank you for your co-operation!

Answers to frequently asked questions

Q: How safe are my medical records?

A: *We need to hold personal information about you on our computer system and in paper records to help us to look after your health needs. Doctors & staff in the practice have access to your medical records to enable them to do their jobs. Your doctor is responsible for their accuracy and safe-keeping. From time to time, it may be necessary to share information with others involved in your care. Anyone with access to your record is properly trained in confidentiality issues & is governed by both a legal & contractual duty to keep your details private. All information about you is held securely & appropriate safeguards are in place to prevent accidental loss. In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc. To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others. You have a right to see your records if you wish, an appointment will be required. Please ask at reception if you would like further details and our patient information leaflet.*

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.