

Woodlea House surgery Newsletter

Welcome to our Summer issue:

We thought we would start with some seasonal advice taken directly from the NHS choices website.

Preventing sunburn

You can reduce your risk of developing skin cancer by protecting your skin with sunscreen. Follow the advice listed below.

- Avoid strong sunlight whenever possible, particularly when the sun is strongest, and cover up with loose clothing and a hat.
- When buying sunscreen, choose one with a sun protection factor (SPF) of at least factor 15 – the higher the better – that protects against both UVA and UVB rays.
- Apply a generous amount of sunscreen at least 15 minutes before going out in the sun and reapply regularly at least every two to three hours. Even water-resistant sunscreens should be reapplied after you come out of the water.
- A stick application with a high SPF is useful for exposed areas, such as your nose, ears and lips. These areas tend to burn more easily.
- Keep babies and young children out of direct sunlight.

Travel Clinic

If you think you require vaccinations in order to travel abroad please see the reception staff who will give you a questionnaire to complete and book you a 30 minute appointment with our practice nurse. Alternatively you can use the travel service at Boots (MASTA) but please note the consultation is free whereas all vaccinations for all patients will have to be paid for.

Prescriptions

A gentle reminder to request your repeat prescriptions with at least 48hours notice, especially if you are going on holiday.

Carers Support Service

If you are looking after a partner, relative, child, neighbour or friend who is ill, disabled or frail then you are a carer. There is lots of support and workshops for you. Look out on the 'Carers Support' notice board in the surgery or contact the service on 0300 028 8888, or email on: info@carerssupportservice.org.uk – they care so you can care.

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Receptionist are – Here to help YOU!

We understand at times you may have to queue at the reception hatch; this is because each patient is dealt with on an individual basis. The reason our reception staff ask questions is to ensure you are put with the correct clinician. Our medical team have a variety of specialities in specific areas so we want to ensure you are allocated to the correct person. Please do not feel you have to share any clinical information with the reception staff – our aim is purely to provide you with an efficient service.

The receptionists will always be courteous to you so please show them the same courtesy. Their job can be extremely stressful at times as they deal with a large amount of work 'behind the scenes'. With this in mind we have decided to focus on a job role at the practice and where better to start than with our Practice Manager's. We hope you find this informative and in our next newsletter we will look at the receptionists' role through the eyes of an experienced and a new member of the team.

Enjoy reading:

A day in the life of a practice manager!

Wed 2 July

Arrived at work at 7.30am, went through emails, I had received 22 emails since leaving work at 4.30pm yesterday. I find that it's the best time of day for having time and peace to get myself organised. While I do my work throughout the day I am continuously interrupted by calls, emails, other staff members ect, this is all fine, its part of my job role and I enjoy interacting with everyone but it's also good to have half an hour to myself.

8am - wrote a 'to do' list including actions from emails - I have so much to do I find the only way of staying organised is to write a daily 'to do' list and tick off jobs once completed.

8.10am - my receptionist came in to tell me that unfortunately there had been an incident the previous evening where a patient had sworn at them, I took a full statement from 2 receptionists

8.30am - each Wednesday morning the GPs and nurses meet up to discuss any concerns regarding clinical matters, for example this week it was mentioned that the MHRA had issued a warning about a drug called Domperidone which is used to help nausea, instead of being available on a repeat basis it is now only licenced for short term use, this is because there is a very slight risk of it causing cardiac arrhythmias. We also discussed amongst other things the support that might be available for a child with a nasty skin disorder and details of any patients who had been admitted or who were very poorly and currently at home. It is vital that we have these meeting so the whole team know what is happening, this is in addition to the monthly multi-disciplinary team meetings, my job during this meeting was to take notes and provide minutes....unfortunately I do find myself volunteering for tasks, today I agreed to carry out a search for all patients on repeat issues of Domperidone and to remove the drug from their repeat prescription issues!

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9am - I came upstairs to my office to write the minutes of the meeting and actions straight away, I find this way everything is still fresh in my mind and I don't miss anything.

9.15 - I wrote a warning letter to the patient that had sworn at the reception staff. We all appreciate that when patients are feeling unwell they can sometimes behave out of character and usually a politely worded letter does the trick and it doesn't happen again.

9.30 - I went into the clinical system and carried out a search for all patients who were currently prescribed Domperidone. I then went into each individual patient record and removed the drug with an explanation as to why the course had ended. I identified anyone who had recently been issued with a prescription for this drug and left a list with the doctors asking them to telephone the patients to advise them to discontinue the drug.

10.30 - I have four spread sheets to complete every quarter with information about procedures, health checks and immunisations we have carried out in house. Each spread sheet is complicated in its own right and just to add to the difficulties this quarter they have all changed again! I decided to tackle the most complicated one first with the help of Nurse Karen, we spent the first thirty minutes reading through the information attached and then a further hour entering and checking data and making sure all the correct codes had been entered in the clinical system.

12.00 - I went to Castle Point to pick up some food for lunch, I had arranged a lunch time training session for all the staff, I think if I ask the staff to give up their lunch break the least I can do is provide food and drink!

12.30 - the whole team had a lunch time training session about chaperoning, recently the General Medical Council brought out new guidance, we had a presentation and then discussions about scenarios, the course was presented by the Medical Defence Union and was well received and informative. We decided that we needed to add one point to our in house chaperone policy and Heather (our project support worker) volunteered to do this.

2pm - I couldn't put off completing the remaining three spread sheets and spent the next 2 and a half hours wading my way through them but finally got them all emailed off. I didn't quite get through my 'to do' list because I had to prioritise the Domperidone audit as patient safety is of utmost importance, the two outstanding jobs have been carried forward until tomorrow.

4.30 finished for the day, off home for my other job, being mum, cook, cleaner, dog walker, taxi service etc etc!!

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New Staff

You may have noticed we have a new member of staff within the reception team – thank you for your on-going patience and understanding as we go through Karen's training phase.

Patient Access

REMEMBER OUR NEW SERVICE we are offering called Patient Access this is where you will be able to book selected appointments with the clinicians and request your repeat prescriptions on-line. A number of patients have already registered and we urge you to do the same just ask a member of the reception team.

These posters promoting Patient Access are dotted around the surgery to remind you to join up!

Register for **Patient Access** today
AT WOODLEA HOUSE SURGERY

- Beat the phone queue
- Online 24 hours a day
- Appointment booking
- Repeat prescriptions
- Free mobile app
- **To register, just ask at reception**

Patient.co.uk
Trusted medical information and support

Patients who did not attend their appointment and did not inform the surgery

The surgery has had a real 'drive' on targeting patients who do not attend their booked appointment and failed to inform the reception team. One of the main topics patients comment on when we conduct our various practice surveys is the lack of appointments.

We understand there could be variety of reasons which we could possibly help you with but you must telephone to let us know as near to 8.30am as possible. We are confident that with a little help from our patient's we can free up more appointments. Between the months of March and May we were seeing a drop in the figures but unfortunately the numbers rose again during June. Repeat Do Not Attend (DNA) and not informing the surgery is taken very seriously by the surgery and you will be contacted.

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Clinical Information Article:

HOW DO WE TREAT TYPE 2 DIABETES?

Type 2 diabetes is treated with lifestyle changes, i.e.: a healthier diet, increased physical activity and if necessary weight loss.

Some people will also need to take medication to control their diabetic condition; the dose may be increased over time. There are several types of medication both oral and injectable available to treat diabetes and often people end up taking more than one type.

Eventually some people will need to have insulin injections to control their diabetes.

These gradual changes in treatment are inevitable because Type 2 diabetes is a progressive condition that does not improve over time.

It is because of the progressive nature of the condition that sometimes people refer to Type 2 as mild or borderline but it is important to recognise that Type 2 diabetes is a chronic serious lifelong condition.

Karen Barton Practice Nurse Sister RGN

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Don't forget our website for all your surgery information and health advice:

www.woodlea-house-surgery.co.uk

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If you would like to ask us about any non-clinical, relevant information that you feel would be beneficial for our patients we can include a question and answer section in our next newsletter please fill use this tear off slip and hand in to the reception staff.

Question:-