

# Woodlea House surgery Newsletter

## *Welcome to our Winter issue:*

Did you know that...?

Your General Practice gets paid £67.60 a year for looking after you (irrespective of how many visits you make): less than pet insurance.

There were 340 million GP consultations last year, up from 300 million 5 years ago.

There were only 22 million visits to A&E.

General practices do 90% of the work in the NHS on 7.4% of the budget

10 years ago it was 10% of the budget

Your GP is being asked to do more and more work for hospitals because hospitals are under pressure too.

Successive governments have given us more paperwork so less time to spend with patients

Our hours are not 9-5 but 8.30-6.30 and most GPs come in early and stay late. We also offer a late clinic on a Monday evening

6 out of 10 GPs are planning to retire before they are 65 and 1 in 4 is already over 50. Not surprisingly fewer young doctors want to be GPs

So...

Read newspaper articles about general practice with caution. Most GPs are not campaigning for extra money. All we want is more time and less interference so that we can get on with what we have been trained to do, to help you and your families **get well, keep well and stay well**.

## **Friends & Family Test**

The Friends & Family Test becomes a contractual requirement for GP Practices from 1st December 2014.

What is the Friends and Family Test?

The Friends and Family Test is a feedback tool which offers patients of NHS-funded services the opportunity to provide feedback about the care and treatment they have received. The FFT tool combines a simple question, asking patients how likely they would be to recommend the service they have received to their friends and family, with at least one supplementary follow-up question to enable patients to provide further detail about their experience. The introduction of the FFT across all NHS services is an integral part of "Putting Patients First", the NHS Business Plan for 2013/14-2015/16. From December therefore, we will be asking patients who have a consultation with a doctor or nurse at the surgery if they could take the time to answer these questions by completing the questionnaire on our I-Pad which is situated just before you get to the doctor's consulting rooms.

This information is collated monthly and the total number of responses are submitted back to NHS England.

## **Interesting information on Otitis Externa**

Otitis externa (inflammation of the ear canal), sometimes referred to as 'swimmer's ear' owing to its frequency in people who swim, is a condition commonly seen in UK general practice. It is often infectious in origin, although can be present without infection, and is primarily caused by bacteria, with *Pseudomonas aeruginosa* and *Staphylococcus aureus* the most common associated pathogens.

Several factors may predispose patients to the development of acute otitis externa. As already mentioned, exposure to water or a humid climate is one of the most common risk factors. Other risk factors include minor trauma to the ear canal from cleaning, scratching, or instrumentation; use of hearing aid or ear plugs; and dermatoses. Immunocompromised patients and those with diabetes may experience more severe infection.

Acute otitis externa presents with rapid onset of ear canal inflammation, resulting in ear discomfort, itchiness, discharge and impaired hearing. Tenderness or pain with movement of the tragus or pinna is also a common symptom. Diagnosis can often be made on presentation of these symptoms, without the need for investigation, although an ear swab for bacterial and fungal microscopy and culture can be considered in the event of treatment failure.

Uncomplicated acute otitis externa can be effectively treated with topical treatments, such as acetic acid 2% spray for 7 days (for mild cases). An analgesic such as paracetamol or ibuprofen is recommended for symptomatic relief. For cases with pain, deafness and/or discharge, a topical antibiotic with or without a topical corticosteroid can be considered. Oral antibiotics are associated with increased risk of disease persistence and are rarely indicated.

## **REMINDER**

### **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.

Demand at this time of year is very high with winter illnesses therefore **PLEASE** let's help each other, free up appointments and reduce our DNA figures.

Please take the time to view our monthly DNA figures on the website

**Repeat Do Not Attend (DNA) and not informing the surgery is taken very seriously by the surgery and you will be contacted.**

## **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:

Tel: **0300 028 8888**

Or Email on: [info@carerssupportservice.org.uk](mailto:info@carerssupportservice.org.uk) – they care so you can care.

## **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

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

[www.woodlea-house-surgery.co.uk](http://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:-