

Woodlea House surgery Newsletter

Welcome to our Spring 2015 issue:

The surgery would firstly like to convey a huge THANK YOU to our patients who have been informing the practice when they are not able to attend their pre-booked appointment with the Doctor or Nurse. The year on year figures are as follows:

January 2014: 90

February 2014: 97

January 2015: 68

February 2015: 77

We will continue to post our DNA 'reminder' on all our newsletters (see below) to help to reduce our figures even further.

Patient Information:

Chronic disease reviews:

Please would all our patients take the time to attend their disease management reviews with the practice nurses. We are very fortunate here at Woodlea House to have two nurses who are experts in their fields. Nurse Helen is an Asthma and Chronic obstructive pulmonary disease (COPD) specialist and Nurse Karen is a Coronary heart disease specialist.

Our nurses spend valuable time chasing patients who do not bother to attend their disease management appointments. The GPs cannot continually prescribe repeat medication when patients have not been reviewed, it is imperative you are checked to make sure your medication is still appropriate for your healthcare.

Smear Tests:

Ladies please read the following carefully to explain how important your routine smear test is to your health. We still have a concerning number of patients who do not attend their routine cervical screening.

Preventing Cancer of the Cervix:

Cervical screening is not a test for diagnosing cervical cancer, but it does check the health of the cervix (often called the neck of the womb). For many women the test results show everything is fine but for one in 10 women, the test shows changes in the cells caused by many other things. Most of these changes will not lead to cervical cancer.

Why do I need cervical screening?

Cervical cancer can be prevented. The signs that it might develop can be spotted early on, so it can be stopped before it even gets started. Cervical screening reduces the risk of developing cervical cancer and can save up to 5000 lives in the UK each year. Cervical cancer rates have halved since the 1980's due to most women having regular screening.

The cervical screening test is offered to all women between 25-64. A sample of the cells is taken for analysis using a small brush which is then rinsed into preservative fluid. This is a new technique and has led to a decrease in 'inadequate smear' rates and therefore reduces the need for repeat smears.

Some women receive an abnormal result. This means there are some cell changes that need further investigation. Not all abnormal changes need immediate referral – some will disappear without the need for treatment. Depending on the degree of changes women may have a repeat smear in 6 or 12 months, or may be referred on for further tests at the hospital.

Cervical screening does not pick up every abnormality of the cervix but regular screening can prevent 75% of cancers developing. We would therefore really encourage women to attend for their smear test when invited.

Late arrivals

We must emphasize the importance of patients arriving for their appointments in good time. Recently we have had a number of patients turning up for their appointments up to half an hour late with no explanation and expecting to be seen. Please note you will be asked to re book and at best only under extreme circumstances you may be seen at the very end of clinic which could mean a lengthy wait. IF YOU CAN'T MAKE YOUR APPOINTMENT PLEASE LET US KNOW.

Violent and Aggressive patients

Unfortunately we feel the need to remind our patients that the surgery will not tolerate either violent or aggressive patients. You will find a poster stating this fact on the reception hatch.

The surgery operates a charter detailing how you will always be treated with respect but in return you must do the same.

If you are aggressive or violent to any of the staff you will receive a formal warning from the practice manager which in some instances may instantly remove you from the practice list and you will have to register elsewhere.

Please Note: The Practice Manager's office is situated within ear shot of the reception hatch therefore she is able to hear all conversations.

Friends & Family Test – Gentle reminder

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 iPad **with 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.

DNA

Patients who Did not Attend (DNA) 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 0300 028 8888, or email on info@carerssupportservice.org.uk – they care so you can care.

Patient Access

UPDATE: YOU CAN NOW SEE YOUR MEDICATION AND ALLERGY INFORMATION

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**



Don't forget our website for all your surgery information and health advice www.woodlea-house-surgery.co.uk

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 use this tear off slip and hand in to the reception staff. Alternatively if you are reading this hard copy in the waiting room ask the receptionist for a piece of paper.

Question:-