

ASHWELL AND BASSINGBOURN SURGERIES
SPRING 2018 NEWSLETTER
Ashwell – 01462 417377 Bassingbourn 01763 290555

www.ashwellsurgery.co.uk

Staff Matters

We would like to welcome our new GP Registrar Dr Jessica Hansell who joined us in January this year. Jessica will be with us until April this year before she goes on to finish her GP training.

We would also like to welcome our Apprentice Abi Hallam. Abi will be with us for a year on an Apprentice Scheme working with our administration team. This placement is in conjunction with Cambridge Regional College.

Our receptionist Amy Clark is unfortunately leaving us at the end of the month. Amy has been with the surgery for a year and a half working across both surgeries. We wish Amy well and would like to thank her for all her hard work. We will miss her.

In April Dr Caroline Russell will leave the Practice. She will now be having a well-earned rest and we wish her well. She may occasionally come back on a locum basis from time to time so you may still see her around.

Seeing a Hospital Specialist

Medication – The specialist may prescribe new medicines for you or you might want to make changes to the medicines that you are already taking.

The specialist is responsible for:

- Giving you the first prescription for any new medicine that you need to start straightaway. You should get this from the hospital pharmacy. You should be given enough medicine for the first seven days. After this you will need to contact your GP surgery if another prescription is required.

In some cases, your GP will not be able to prescribe certain medicines and you will need to continue to receive these from the hospital. You should be told about this at your appointment.

What if I need a Fit Note (sick note)

If you need to be certified as unfit for work following treatment by a specialist;

- The specialist should issue you with a Fit Note (sick note)
- The Fit Note should cover the period they expect you to be unfit for work, or until your next contact with the specialist.

Please can you make sure you ask for a fit note before you leave the hospital as the GP is not responsible for giving you a fit note.

Private Fees

Some service provided by the NHS practices are not funded by the NHS. A fee is charged to the patient which is payable on completion of the work. These include:

- HGV Medicals, insurance claims
- Sickness or accident claim forms
- Private healthcare forms, holiday cancellation letters, fitness to fly letters or holiday cancellations letters

Requests for such things as support of housing benefits falls into this category. Requests for copies of medical reports or records under the Freedom of Information Act are also chargeable. We have by law 30 days to process such requests. Please do not bring such forms into the reception expecting them to be completed within days. This is considered private work and GP NHS work will always take precedence, so there will be a waiting period before completion. Please do not make an appointment and take the form into the GP. Forms need to be seen by the administration team before an appointment can be made if necessary.

Online Patient Access

If you have not signed up to book appointments online, please stop by reception and we can print the information required. You will need to provide 2 forms of ID when you register. We cannot unfortunately register any other family members as you would need to present in person with your ID, such as driving licence or passport. You can then be given your access paperwork to book online. You can complete online access online at our website: www.ashwellsurgery.co.uk and following the link from Administration Office. You will however still have to provide ID at the surgery and receive your paperwork.

Aggression towards staff

Once again we are still experiencing aggression towards our staff by a small minority of patients. We operate a ZERO tolerance policy and we are fully committed to providing a safe working environment for our staff which ensures the physical and emotional well-being of all our staff members. We understand that patients are frustrated if they are unable to get an appointment but this does not entitle you to take this out on the staff who follow the GPs protocols regarding appointments, medications etc. If you have a complaint to make and it cannot be resolved we have forms at reception to complete and these will be given to the Office Manager, Linda Johnson in the first instance and will be followed up and escalated accordingly. THANK YOU

Missed Appointments at Ashwell and Bassingbourn Surgeries

December 2017

30 appointments were missed at Bassingbourn – this equates to 370 minutes of GP/Nurse time.

50 appointments were missed at Ashwell – this equates to 633 minutes of GP/Nurse time.

January 2018

30 appointments were missed at Bassingbourn – this equates to 363 minutes of GP/Nurse time.

29 appointments were missed at Ashwell – this equates to 358 minutes of GP/Nurse time.

These figures are truly shocking when patients are waiting to see a GP or Nurse. If you cannot make your appointment, please can you ring the surgery to cancel. We now have text messaging with appointment reminders. Please can you let the surgery know if you would like

this facility turned on for you so we can text you a reminder of your appointment. You can also cancel your appointment through text.

There are always patients waiting to see a GP, this could be you.

Thank you.

Patient confidentiality SHHHHHHHHHHHHHHHHHHH

All of the staff at the surgery are bound by confidentiality rules and protocols when it comes to your medical information. Unfortunately we are not able to relay any test results, or any other medication information to other members of the family, wives, husbands, brothers etc. unless we have written consent from the patient stating this. This also applies to any children over the age of 16, we would need their written consent. The letter of consent will be scanned to the patient's record and therefore accessible to staff and they can then discuss anything medical with you if you are the person being given consent. We do have some patients that get very upset with staff when they are not able to relay medication information on a family member. Please be assured we are acting in the best interests of the patient at all times and in accordance with the Data Protection Act of 1998.

DENTAL REMINDER



We still get patients asking to see a GP regarding dental issues.

If you need urgent dental treatment and you regularly attend a dental practice, please contact your dental practice to request an urgent appointment. GPs cannot see patients for dental related conditions. They have little or no experience in dentistry and would not be able to treat the problem effectively. Please ring your dentist for an emergency appointment.

If you require urgent dental care outside normal surgery hours (If you do not have a regular dentist please call NHS 111 or go to the NHS Choices website www.nhs.uk for more information.

8 EARLY DETECTION SIGNS OF CANCER

Cancer affects 1 in 3 people in the UK. Below are listed possible signs of cancer to be vigilant about.

1. Lumps which appear to be getting bigger, in the breasts, testicles or anywhere else on the body.
2. Sores that don't heal up, in the mouth, throat or skin.
3. Moles that change shape, size, colour or bleed
4. Any growth that appears on the skin and continues to grow.
5. Persistent conditions like a cough that doesn't go away or pain that won't settle.
6. Changes in bowel movement or blood in the stool.
7. Unexplained weight loss.

If you recognised any of these symptoms in yourself, remember it doesn't necessarily mean you have cancer but it can mean that something is wrong and that you should see a GP.

Cervical Screening – The Facts

Cervical screening is a test to check the health of the cervix, which is the lowest part of the womb. The test is called a “cervical smear”. Women from 25-50 years are screened every 3 years and 50-64 years are screened every 5 years in the UK.

For most women the tests results do not show any abnormalities. However 1 in 10 women, the test shows changes in cells. These changes can be caused by many things. Most changes do not lead to cancer, but some may develop into cancer if they are not treated. Cervical screening saves over 1,000 lives in the UK every year so it is really important that you attend for a smear when you are due. Please make an appointment at the surgery if you receive a letter to say your smear is due.

MEDICINES MANAGEMENT **HOW YOU CAN HELP?**

There are a number of way you can help reduce the issue of wasted medicine and save money for your local NHS.

Only order the medicines that you need.

- Please let your GP or Pharmacist know if you have stopped taking any of your medicines.
- Check what medicines you still have at home before re-ordering.
- Discuss your medication at regular reviews with your GP.
- Think carefully before ticking the repeat prescription boxes and only tick those that you need.
- If you go into hospital, please remember to take all your medicines with you.
- Please also remember that your medicines are ONLY prescribed for you and it is not safe to share them with anybody else.
- Even if you never open your medicine once they have left the pharmacy they cannot be recycled or used by anyone else.
- NEVER dispose of unwanted medicines down the toilet.

UNUSED MEDICINES ARE A SAFETY RISK

- Return any out of date medicines to your pharmacy or dispensary for safe disposal.
- Don't stock pile medication – it is a risk to children or anybody that might take them.
- Stores medication in a safe appropriate place at home out of reach of children.

Did you know unused medications cost the NHS over £300 million each year?

£300 million could pay for;

80,000 more hip replacements
101,351 more knee replacements
20,000 more drug treatment courses for breast cancer
Staff 12,000 more community nurses

NHS 2018 Prescription Charges

Please be aware that there will be an increase in prescription charges as of 1st April 2018.

Repeat Medication Ordering

From 1st April we will be streamlining telephone requests for medication so that dispensary staff can deal with urgent medication requests and queries. As part of this we are encouraging patients to order medications online or bring in repeat slips to the surgeries. We will only accept prescription requests via telephone between the hours of 10:00-12:00pm and 2:00-4:00pm. If you call outside of these hours you will be asked to ring back during these times. Please allow 3 **WORKING DAYS** for you repeat prescription requests.

Test results

As of 1st April we will only deal with test results between 2.30-400pm. Blood tests normally take 2-3 days to come back to the surgery. Scans and X-rays can take 7-10 days. The onus is on the patient to ring up for tests results. However if a result is urgent then we always endeavour to ring the patient in the first instance.

Compliments

If you have had a positive experience at the surgeries we would like to know about it. We are always striving to improve our patient service at the surgery. If you would like to put a review on NHS choices go to www.nhs.uk. Enter the surgery name in the “find local services” and then go to “add review”.

Text messaging

The surgery has been using a system called MJOG, this allows us to send SMS messages to our patients that can be for information purposes only or may require a response. This system will help you our patients and the surgery by allowing us to receive and automatically add to your notes up to date information about you from you, it will also save appointment slots allowing us to see more patients in a day. If we could ask all patients to check your mobile phone number and update if necessary and also respond to messages so that we all see the benefits of this system.

EASTER SURGERY HOURS

Both Ashwell and Bassingbourn Surgeries will be closed on the following days over the Easter period:

**Friday 30th March – Good Friday
Monday 2nd April – Easter Monday**

If you require any medical assistance during this period, please call NHS 111 or emergencies please call 999

SPRING IS COMING!

In the UK the clocks go forward 1 hour at 1am on the last Sunday in March 25th 2018

SURGERY OPENING HOURS

ASHWELL

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| Monday | 8:00-12:45 – 1:45-6:30 |
| Tuesday | 8:00-1:30 CLOSED |
| Wednesday | 8:00-12:45 – 1:45-6:30 |
| Thursday | 8:00-12:45 – 1:45-7:30 (extended hours) |
| Friday | 8:00-12:45 – 1:45-6:30 |

BASSINGBOURN

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|-----------|------------------------|
| Monday | 8:00-12:00 - 1:30-5:00 |
| Tuesday | CLOSED - 12:00-6:15 |
| Wednesday | 8:30-1:30 - CLOSED |
| Thursday | 8:30-12:00 - 1:30-5:30 |
| Friday | 8:30-12:00 - 1:30-5:00 |

Useful telephone numbers

Ashwell pharmacy – 01462 742250
Bassingbourn pharmacy – 01763 250660
Addenbrookes Hospital – 01223 245151
Lister Hospital – 01438 314333
NHS 111 – non urgent medical attention
QE2 Welwyn – 01438 314333
Spire Lea Cambridge – 01233 636486
Pinehill Hospital – 01462 422822

Helpful websites:

Age UK - www.ageuk.org.uk
NHS choices – www.nhs.uk
Diabetes UK – www.diabetes.org.uk
British Heart Foundation – www.bhf.org.uk
Dementia UK – www.dementiauk.org
Alzheimer's society – www.alzheimers.org.uk
www.netdoctor.co.uk

MAY WE WISH YOU ALL A HAPPY EASTER