



## Autumn Newsletter 2016

It only seems a month or so ago, that I was putting together the Summer Newsletter! Yet now we are starting to think about the flu season and ensuring that vulnerable patients are protected from the dreaded 'lurgy'.

Over the Summer we have frequently been short staffed, mostly due to holidays. This does put a strain on our small team and we would like to thank everyone for their patience when we are trying to do three or four things at once!

The NHS seems to be constantly evolving to ensure that Primary Care is plagued by an overload of paperwork. We have had to make many changes to our new patient packs and the information that we need in order to sign patients on at the Surgery and maintain their computer record has become, to say the least, 'irksome'. We hope that patients will bear with us when we ask for information i.e. their Summary Care consent, or contact them to arrange reviews etc.

We often hear the words "but I only want to come to the Surgery when I'm ill, why do I need to see a Nurse for a review"? The review system is in place to ensure that your medical condition is monitored and you receive the best treatment/medication possible for your condition. Our aim is to improve people's ability to manage and help prevent worsening of chronic conditions. We have started adding reminders on to the right hand side of prescriptions advising patients when their review is due. If you receive a message on your prescription and/or a letter from the Practice asking you to attend for review, please make sure you make an appointment for the review and also make an appointment for the appropriate tests first, if requested to do so.

**Saturday Flu Clinic: This will be held on 1<sup>st</sup> October 2016.**

**09:00 – 11:00. This is a walk-in clinic, no appointment required.**

### **Seasonal Flu**

Flu is a common infectious viral illness which is spread by coughs and sneezes. It can be a very unpleasant illness but you usually begin to feel better within a week. You can catch flu (short for influenza) all year round, but it is more common in winter – which is why it is also known as seasonal flu.

**Symptoms of flu include:**

- High temperature (fever)
- Tiredness and weakness
- A headache
- General aches and pains
- A dry, chesty cough

**Who should have the flu jab?**

The injected flu vaccine is offered free of charge on the NHS to people who are at risk. You are eligible to receive a free flu jab if you:

- Are 65 years of age or over
- Are pregnant
- Have certain medical conditions
- Are very overweight
- Are living in a long-stay residential care home or other long-stay care facility
- Receive a carer's allowance, or you are the main carer for an elderly or disabled person

Please call us from early October to arrange your appointment on: 01747 840226

**Flu vaccinations for children**

Invitation letters will be sent to parents of eligible children, under 16, who fall into a risk group and to parents of all children who will be aged 2, 3 and 4 on the 1<sup>st</sup> September 2016. Children will receive their immunisation by a nasal spray. This year primary school children will be vaccinated by their school nurse.

**Shingles Vaccination**

This year's program is for patients aged **70 & 78 on 1st Sept 2016**  
**(and for those aged 71, 72, 73 or 79 who haven't been vaccinated yet)**

A poster on our noticeboard in Reception gives more detail.

Shingles can occur at any age, with the highest incidence seen in older people: over 50,000 cases of Shingles occur in older people aged 70 and above each year. The incidence and severity of Shingles increases with age and this is thought to be associated with waning immunity. If you fit the age range criteria, we recommend that you have this vaccine to receive the best possible health care. Please make an appointment with the Nurse, or ask for it when you have your Flu vaccine.

Silton Surgery, Silton, Gillingham, Dorset SP8 5DF Tel: 01747 840226 Fax: 01747 841304  
Dispensary: 01747 840950 email: [silton.surgery@nhs.net](mailto:silton.surgery@nhs.net)  
Website: [www.siltonsurgery.nhs.uk](http://www.siltonsurgery.nhs.uk)

### **Confidentiality:**

Without the permission of a patient, Reception is unable to share information about a patient with anyone other than the patient. A clinician can make a decision based on 'best interest' but Reception is not permitted to do this. If a patient wants results or their treatment to be shared with someone else please put your consent in writing and give to a member of the Practice Team. If friends or relatives have concerns about a patient, they can pass this information to the doctor either by letter or a message via Reception. Our requirement to follow NHS Information Governance rules is essential when data breaches are so often in the news.

### **Reducing the amount of Waste Medication**

We are currently having an unprecedented amount of returned medicines and we need to ask your help to reduce this waste which is costing the NHS a lot of money. We know that it is tempting to ask for an extra supply of medicines "just in case" but please would you make an extra conscious effort to look through your repeat medication order sheet and not order any items where you have enough. These could be medicines that you use only occasionally or, in a few cases have stopped taking altogether. If a particular drug is not agreeing with you please speak to your GP to discuss the problem and it may then be removed from your order list (the dispensary cannot do this).

### **Contact Details**

Please can you let us know if your contact details change. From time to time we may have to speak to you urgently and this can be very difficult if we don't have an up to date telephone number, either a land line or mobile number, or both, is very helpful. We prefer not to leave messages on answer machines especially on home phone numbers.

If you move home you MUST bring in a proof of new address with your name on it, for example a utility bill. Patients who move/ live outside our catchment area will be asked to register with a new GP that's closer to their new address.

If you need to change/book an appointment, ask for test results, need copies of immunisations etc, please do this yourself. It can place the receptionist in a difficult position—giving information to a third party if not permitted.

### **Can you help our GP's to help you?**

There can be any number of reasons why our surgeries may run late. It maybe that a patient needs an urgent hospital admission, or that the GP has had to deal with a vital phone call from a hospital doctor, social worker or carer. It maybe that there is a more simple explanation – that each patient has taken a little longer than the appointment time.

*Continued overleaf:*

In an average surgery, the doctor will see at least 15 people who are booked in for 10 minute appointments. If each patient takes just 4 minutes extra, the GP will be running over an hour late by the end of that surgery. At the present time, we are unable to make appointments longer. The resources within the NHS are just not available. However, there maybe things that you could do to help utilise your appointment better and perhaps assist the GP's to benefit you.

- If you have a list of problems, please tell the GP at the start of your appointment. You can both try to prioritise the most important points but it maybe that you will have to have a further appointment for your other concerns.
- Please arrive on time for your appointment. It is frustrating for the doctors to be running late just because the first patient was unpunctual.
- If you are seeing a GP about urinary symptoms or if you think the GP may want a sample (pregnancy, lower abdominal pain etc.) please can you bring one to the appointment with you. If you do not have a suitable container at home, please request one from Reception when you arrive at the surgery. It can be very time consuming to have to go out during an appointment to produce one.
- Please do not ask the GP for a repeat prescription in a consultation. This is something that our Practice Team can deal with for you.
- Please do not ask the GP to see other family members in your appointment. If you need more than one person to be seen, please book the appropriate number of appointments. "Squeezing "people in just delays patients with the appointments after yours.

We know that most of our patients are very understanding but please be patient when the surgeries are running late. Adding another minute or two to the consultation complaining doesn't help the patient after you. GP's do not run late intentionally, they like to finish at a reasonable time at the end of the day, just like you do.