

Summer Newsletter 2016

The staff at Silton Surgery would like to thank those patients who have expressed their appreciation of our efforts recently. We have been on the receiving end of many complimentary comments in Reception, despite the fact that on occasions patients have had to wait a considerable time to be seen. It does us all good to know that most of the patients do appreciate the work we do, and how we deal with the various situations that working in primary care tends to throw at us!

Cheryl, Karen, Jo, and Maureen would also like to thank all those patients, and their representatives, that have sponsored 'The Silton Softies' on their 'Walk for Wards' in aid of Salisbury District Hospital Stars Appeal.

"The walk took place at Wilton House on the 3rd July and the weather was very kind to us. We walked the 10km route, which we enjoyed despite the fact that it was the longest and the most difficult walk. There is still time to donate if you would like to do so".



Temporary Patients

If you are temporarily staying in our practice area, but are not registered with us, you can see a doctor if you have a current ACUTE medical problem, or if you have forgotten or mislaid your medication. This provision is not for patients with on-going or routine medical issues, which should be dealt with by your own GP when you return home. If you are staying in the area for longer than 4 weeks, you should register as a patient with the Practice. The Practice is not a walk-in centre: routine or long-term medical conditions are best managed by your own GP, who has all your medical records to hand.

Test Results

If you wish to enquire about the results of any investigations, please telephone after **10.30AM** when the receptionist should be able to help you.

Please note - the receptionists are not clinically trained and will simply pass on available comments and instructions from the doctor.

All results are scrutinized by the duty doctor and you will be notified of any abnormal results that require action.

If you have any suggestions of items/topics to be included in the Autumn Newsletter let Jo know

Making the most of your appointment

The standard length of a routine NHS appointment with a GP last 10 minutes (appointments with our Practice Nurses are longer ranging between 10 and 30 minutes depending on the type of consultation). Some patients do attend with complex problems, or multiple problems, that require a longer period to assess and advise properly. Our doctors do their best to manage this, but are also aware of the inconvenience caused when we run late, so a balance needs to be struck.

We would be grateful if you could let the doctor know all your medical problems at the beginning of the consultation, your GP will try to deal with each of your problems as appropriate. If necessary a further appointment can be arranged to discuss the rest of your medical problems. If you are aware that you need to discuss a number of problems it can help if you ask for a double appointment (20 mins).

In some situations it may be necessary for the doctor to spend extra time with one particular patient. If you are concerned that your appointment seems to be unduly delayed please check with Reception who will be able to give you more information; you can then decide whether to wait or re-book.

We appreciate your continued patience and understanding and welcome any comments you may have.

Please be aware that only one patient can be seen per appointment.

Are you exempt from NHS prescriptions charges?

What you should do before making a claim

1. You must check that you are entitled to claim an exemption from an NHS charge. For more information, go to 'NHS Choices website' pages on **getting help with health costs**. If you are entitled, make sure that any declarations you make are correct before you sign any of the NHS forms.
2. If you are not sure about your entitlement to an exemption from an NHS charge, you should pay the charge first. Once you are sure about your entitlement, you can claim a refund, which is quick and easy.
3. If you are on a low income and find it difficult to pay the charge, you can apply to the **NHS Low Income Scheme** details of which are also on the NHS choice website.

4. If you pay a prescription charge and think you might want to claim a refund, **you must ask for the refund form at the time you pay the charge, as the form is not available later.** You will need to take your NHS receipt, together with your proof of exemption, to a community pharmacy who will reimburse you.

You can get free NHS prescriptions if, **at the time the prescription is dispensed**, you:

- are 60 or over
- are under 16
- are 16-18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- have a specified medical condition and have a valid medical exemption certificate (MedEx)
- have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- hold a valid war pension exemption certificate and the prescription is for your accepted disability
- are an NHS **inpatient**

You are also entitled to free prescriptions if you or your partner – including civil partner – receive, or you're under the age of 20 and the dependent of someone receiving:

- *Income Support*
- *Income-based Jobseeker's Allowance*
- *Income-related Employment and Support Allowance, or*
- *Pension Credit Guarantee Credit*
- *Universal Credit and meet the criteria*

*Please note that if you are the partner or dependent of someone receiving these 5 benefits you must put the **claimants** name and date of birth and NI number in the appropriate box on the back of the prescription in part 1. Although you would still sign part 3 with your name and details.*

If you're entitled to or named on:

- a valid NHS tax credit exemption certificate – if you don't have a certificate, you can show your award notice; you qualify if you get Child Tax Credits, Working Tax Credits with a disability element (or both) and have income for tax credit purposes of £15,276 or less
- a valid NHS certificate for full help with health costs (HC2)

People named on an NHS certificate for partial help with health costs (HC3) may also get help.

You will be asked by the Receptionist to provide proof of your exemption. You should only sign that you are exempt if you are sure this is the case. If in doubt you can pay and ask for an NHS receipt (at the time you are paying, it cannot be done later). If you are able at a later date to provide proof that you were eligible at the time the prescription was issued, you can be reimbursed at a community Pharmacy. The Receptionist will put a x on the back of the prescription to state that evidence has not been seen and the Prescription Pricing Authority do check eligibility when the Script has been sent to them for processing.

If it's not a 999 emergency, but you need medical help – Call NHS 111

NHS 111 is the NHS non-emergency number. It is fast, easy, free to use and operates 24 hours a day, 7 days a week, 365 days a year. Calls are free from landlines and mobile phones.

You should use the 111 service if you urgently need medical help or advice but not for a life-threatening situation. If you need to call NHS 111 you will speak to a trained call handler, always supported by clinicians and coaches. You will be asked a series of questions to assess your symptoms and based on these answers you will be taken through to the most appropriate, local treatment for you. This may be your nearest walk in centre, minor injury unit, pharmacy, out of hours GP, or to one of the clinicians within NHS 111. If your condition is assessed to be life threatening, the NHS 111 advisers can even dispatch an ambulance to you straight away.

IN THE SUN

Hopefully we will get a reasonable amount of sunshine this Summer. Failing that, many of you will be travelling to foreign climates with much more chance of sun exposure. Sunburn can have painful and long lasting effects, so be prepared!

Sunscreens

Choose a sunscreen with an SPF level of 30+ which has both UVA and UVB coverage. If you are swimming choose a water-resistant sunscreen and reapply this frequently. Apply generously, the amount should be about the size of a golf ball and should be applied at least half an hour before you go out.

Cover up

Wear light coloured, loose fitting clothing. Wear a hat with a brim all round. Baseball caps leave the ears exposed so they are not the best choice for sun protection. A hat will also protect your eyes from the glare. Wear sunglasses

Stay hydrated

Water is the best choice for keeping hydrated on warm and hot days (and on cold days too!) Avoid sugar and alcohol as these can dehydrate you. Drink water even if you are not thirsty. It is best to sip water throughout the day to avoid thirst altogether.

Staying out of the sun

The sun is at its strongest around the middle of the day. Make the most of shade. Finding a spot in the shade is more effective than sunscreen. Schedule outdoor activities to avoid the hours when the sun is at its strongest. When walking babies and children outdoors, choose the coolest parts of the day. Use a sun canopy over a pushchair and ensure that children are adequately covered with clothing, hats, sunglasses and sunscreen when out in the heat of the day.

Know the signs and symptoms of heat exhaustion and heatstroke:

If you experience any of the following symptoms, get out of the sun (preferably somewhere cool) and drink plenty of fluids.

- Skin that is hot to the touch
- Excessive sweating
- Dizziness or disorientation
- Fatigue
- Nausea or vomiting
- Rapid heartbeat
- Dark and or infrequent urination

If symptoms do not improve, seek medical attention.

Please inform us of any change/s to your contact details/name

In order that we can contact you when required, please update your contact details. Complete in BLOCK CAPITALS.

Please complete individual forms for each member of the family registered here

First Name(s).....
Surname.....
Date of Birth.....

Address.....
.....

Post Code.....

Date:.....

Home Telephone Number.....

Mobile Telephone Number.....

Other Daytime Number i.e. work.....

E-mail Address.....

SUMMARY CARE RECORD

Please complete one of these if you have not already done so

Who can see my Summary Care Record?

Healthcare staff that have access to your Summary Care Record:

- need to be directly involved in caring for you
- need to have an NHS Smartcard with a chip and passcode
- will only see the information they need to do their job and
- will have their details recorded every time they look at your record

Healthcare staff will ask for your permission every time they need to look at your Summary Care Record. If they cannot ask you (for example if you are unconscious or otherwise unable to communicate), healthcare staff may look at your record without asking you, because they consider that this is in your best interest. If they have to do this, this decision will be recorded and checked to ensure that the access was appropriate.

What are my choices?

You can choose to have a Summary Care Record or you can choose to opt out. **PLEASE COMPLETE ONE PER PERSON AND RETURN TO THE RECEPTIONIST**

Please **Tick and sign** to confirm whether you wish to **allow/not allow** NHS healthcare staff caring for you, to be able to access your current medications, allergies, adverse reactions and possibly additional information.

- Express consent for medication, allergies and adverse reactions only
- Express consent for medication, allergies, adverse reactions and additional information
- Express dissent - patient does not want a Summary Care Record

Signature: _____ Date: _____

Full Name:..... DOB:.....

If you are unsure if you have already opted out, you should talk to the staff at your GP practice. You can change your mind at any time by simply informing your GP practice.

Children and the Summary Care Record

If you are the parent or guardian of a child under 16, you should make this information available to them and support the child to come to a decision as to whether to have a Summary Care Record or not. If you believe that your child should opt-out of having a Summary Care Record, we strongly recommend that you discuss this with your child's GP. This will allow your child's GP to highlight the consequences of opting-out, prior to you finalising your decision.