**SILTON SURGERY**

 **SPRING NEWSLETTER 2019**

**![C:\Users\joanne.handley\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\MR26GX5O\Machovka_spring_flower[1].png]()**Many thanks for the Christmas biscuits, chocolate and cards. The staff greatly appreciated the lovely sentiments many of you put in your cards. We had a very busy couple of weeks in the run up to Christmas and the kind comments were lovely. We would like to thank patients for their understanding when kept waiting at Reception during this exceptionally busy time of year.

**Collecting Prescriptions**

Please may we remind patients and their carers that prescriptions should not be collected until after 10.30am. The reception is usually very busy up until that point. If you do come before 10.30am to collect prescriptions you may have to wait.

Please do not try to verbally order medication from the receptionist.

* You can sign up for **online access** which enables you to order your repeat medication at any time of the day or night. You can also book some GP appointments using the online access. Please remember however that if you order after 17:00 on a Friday evening the on line request will not be dealt with until 09:15 am on the following Monday (excluding bank holidays) and you still need to allow 3 working days before you collect your medication.
* Or complete your **repeat slip** and place it in the repeat request box on the reception desk or in the metal box outside of the front door at the surgery.
* **Telephone** the Dispensary on 01747 840950. However the Dispensary phone is only open:

**Mon, Tues, Thurs and Fri 09:15 – 10:30 and then 14:00 until closing on that particular day**

**& Weds 09:15 – 12:00**

If the dispenser does not answer the phone straight away it is probably because she is in the middle of putting someone’s medication up. It can be dangerous to stop part way through to answer the phone.

We have had a number of patient’s recently who are ordering their medication on a Friday and coming in on Monday to collect. We ask that patients give us 3 working days to put their medication up. We do not keep every single type of medication in stock and some may take more than 1 day to arrive. If your medication needs to be reviewed by a GP, which everyone’s does once a year, it will be written in the Dispensary message book and the GP may not be able to deal with it until the next working day. So there are many reasons why medication may not be ready until 3 working days have passed.

**Bringing in urine samples to the surgery**

Please bring specimen samples i.e. urine, stool, sputum or nail clippings into the surgery before 11.30am. The samples have to be checked, dipped if appropriate, and packaged for collection by the hospital courier at 12.00.

**Travel Vaccinations**

You should make an appointment with a Practice Nurse **at least 6 weeks prior to your travel date**, **preferably 8 weeks;** this appointment will need to be 30 minutes long. You also need to complete one of our Travel Questionnaire forms. The form is available from reception, or you can print one off from our website and return by post. The form should be returned to the surgery as soon as possible. This will allow the nurse to check which vaccines you are likely to need, prior to seeing you. Please complete a form for each person who needs a travel appointment. Most vaccines need to be given at **least 2 weeks before travel** and some are given as a course over several weeks or months, so it’s never too early to start the process. **PLEASE BE AWARE THAT AT BUSY TIMES THERE MAY BE A 2-3 WEEK WAIT FOR A 30 MINUTE APPOINTMENT WITH A PRACTICE NURSE.** If you require a Yellow Fever vaccination this is not done at Silton surgery and you will need to make an appointment at a surgery or travel clinic that offers this vaccination. The Practice Nurse can give you advice on this. Some vaccinations are private, as are Malaria tablets. For some expensive vaccinations i.e. Rabies you will need to pay, cash or cheque, for the vaccination before it is ordered in. You can find lots of information on topics such as insect bite avoidance, travel insurance and food/water precautions at www.fitfortravel.nhs.uk which you may find helpful to look at before your appointment. If you have left it too late to make a suitable appointment with one of our Practice Nurses, or they do not have availability you can visit a travel clinic.

**Mondays**

Avoid Monday rush-hour, if you can

It’s natural over the weekend to think ahead and plan all the things you need to arrange in the coming week. And then try and fix them all first thing on Monday morning.

But Monday mornings are the Surgery’s absolute busiest times of the week when we have to deal with multiple acute and urgent medical situations that have arisen over the weekend.

So if you need to phone the Practice to make a non-urgent, ROUTINE appointment – a smear test or immunisation, for example – please *don’t call* on a Monday, but wait until a little later in the week.

It means we are able to deal with Monday’s urgent queries more efficiently, and you will be queuing on the phone for less time. This small consideration will be a **great help** to the reception team.

**Guide/Assistance and Therapy Dogs**

* Silton Surgery welcomes assistance dogs. This includes dogs in training where a “walker” is in control of the dog rather than a disabled owner.
* The practice will pay particular attention to infection control and housekeeping whilst dogs are on the premises
* Physical contact with a dog by clinical staff will be resisted during consultations or examinations, and whilst a general surgery is in progress
* Hand washing or alcohol hand gel will be used by staff after any physical contact with a dog, whether during a consultation or not
* Care will be taken by clinical staff to identify other patients in the surgery list for that session that have been identified as potentially being adverse clinically to the presence of dogs. This will include patients who are:

	+ allergic to dogs
	+ immunosuppressant
	+ phobic to dogs

or have another medical reason and consideration will be given to allowing them to wait, or be seen in an alternative room.

* Cleaning staff will be advised to pay particular attention to a room known to have accommodated a dog that day

As part of the high level of training an assistance dog receives there are unlikely to be any incidents giving rise to special concern, and the following aspects of these dogs on the premises are likely to be standard behaviour for these animals:

* Dog will remain on a lead in close contact with the owner
* The dog will usually lie quietly with the owner when waiting to see a clinician and is trained to behave well in public places
* Dog is unlikely to foul any area not within its usual habit and are trained to go to toilet on command, and will be well-groomed (minimal loose hair)
* The dog will be in good health, physically fit, with vaccinations and care programme up to date
* The dog will wear a special identifying harness and collar tag

**Accessible Information Standard**

At Silton Surgery we want to make sure that we give you information in a way that you can understand, and that you find it easy to communicate with us.

If you find it difficult to read or understand information that we send you or if you need us to provide support so that you can communicate well at your appointments, please let us know.

Next time you contact or visit Silton Surgery, please discuss your needs with us.

**The Friends and Family Test is changing**

For a few years now, it has been compulsory for all NHS organisations to collect feedback on their services via the Friends & Family Test. This is the questionnaire that is available at every appointment, and sometimes sent on mobile phones asking how likely you are to recommend the service to friends and family. You could also give the reason for your answer. We do take notice of the replies and, in conjunction with complaints, compliments and other feedback; they are taken into account in planning and providing services. However, it must be said that many people are irked by being asked the same question over and over again. Now NHS England are looking at re-vamping the process and we await their replacement in Spring.

**Now for a bit of a moan**

We are sad to report that 3 of the Home Blood pressure monitors loaned out to patients have not been returned, despite reminders being sent. Some of these machines were lent out in December 2018! When the machines are lent to a patient they should record their blood pressure for a week and then return the machine together with their readings. We would expect patients to have returned the machine within two weeks, unless the GP has asked them to record their readings for a longer period of time. We only have a small amount of machines to lend out and if they are kept for months other patients are forced to wait.

**Silton Surgery, Gillingham Road, Silton, Gillingham, Dorset. SP8 5DF.**

**Reception: 01747 840226 Dispensary: 01747 840950**

**Email:** **silton.surgery@nhs.net**

**www.siltonsurgery.nhs.uk**

The normal opening hours for Reception at The Surgery are:-

Monday 8.30 to 16.00

Tuesday 8.30 to 19.00

Wednesday 8.30 to 13.00 (Afternoon closed)

Thursday 8.30 to 18.45 (Closed 12.15 -1.45 2nd Thursday each month)

Friday 8.30 to 17.00

**Monday Evening Surgery in Maiden Bradley**, 5 – 6 pm, is held at The Village Hall. Please contact 01747 840226 for details