

Issue 10

February 2010



# St. Mary's Newsletter

01634 291299/266 [www.stmarysmedicalcentre.co.uk](http://www.stmarysmedicalcentre.co.uk)

**Welcome** to the first newsletter of 2010. On behalf of the Practice I would like to wish all our readers a Happy & Prosperous New Year.

The end of 2009 and beginning of 2010 has been busier than normal in General Practice due to the swine flu vaccination programme. Our nursing team have been busy vaccinating those patients who fell within the criteria governed by the Department of Health. The doctors have also joined in to help out at Saturday Clinics.

We are not far into the New Year but we have already seen changes in our team. We would like to welcome Natalie to the reception team; Natalie has replaced Clare who left us at the end of last year. The practice has also sadly had to say goodbye to Angie, one of our Practice Nurses; she will be greatly missed but we wish her well for the future. Dr. Nay Myo is leaving for pastures new at the end of February 2010. The good news is, is that we will be having a new partner join us.

You will notice over the next few months that the Practice will be carrying out building works. We are having an extension to the front of the building and refurbishing two existing rooms to make 3 more clinical rooms. **We apologise for the disruption that will be caused over this period.**

As a Practice will be always looking at improving our service and therefore if you have any comments, suggestions or advice that you feel would help us improve our service then please let us know. Alternatively you are more than welcome to liaise with our Patient Focus Group, contact details for these are on the back page.

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## Child Zone



We have designated a seating area in the waiting room, near the play area, for those of you with children. This allows parents to be seated near to their children in the play area thus reducing the risk of accidents and disturbance to other patients.

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## Chaperones

There are occasions when patients need to be examined by a doctor which may involve intimate examinations. This practice is committed to putting patients at ease whenever possible, and if you wish a chaperone to be present during your examination please do not hesitate to ask the doctor. It may not be possible for a chaperone to be provided immediately and you may have to return for the examination to be carried out at a mutually convenient time.

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*EMERGENCY AND OUT OF HOURS*

*COVER IS RUN BY MEDDOC*

*01634 891855*

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## Surgery Updates

### Phlebotomy Clinic (Blood Test Clinic)

On Monday morning's from 9.00 a.m.—12 noon we hold a blood test clinic. So if you have a doctor/nurses appointment here at the surgery on a Monday and a blood test is required, REMEMBER no need to go to the Keystone Centre or the hospital.



### Extended Hours

We as a practice have signed up to the extended hours enhanced service and listened to the majority (40%) of our patients who completed the General Practice Assessment Questionnaire (GPAQ). These patients wanted a weekend service. We offer sixteen appointments for patients unable to attend within our core hours. Our core hours are Monday to Friday between 08.30—18.00.

Our doors will not be open so prescriptions etc. cannot be handed over. If you have an appointment please use the intercom.



### Did you not attend your Appointment— Did you remember to cancel it?

If you have an appointment and do not need it then please cancel it.

Remember appointments not cancelled means that somebody cannot get the appointment they need—and it maybe YOU next time!



Please cancel any unwanted appointments.

### A reminder to you all—Duty Doctor



**Duty doctor** is here for **urgent pressing problems** not ongoing treatment/issues. He/she can give you up to 10 minutes to help treat you. The whole idea of having a duty doctor is to ensure we can offer you an urgent service. So please do not abuse the system.

If you need a **pre-booked appointment** to discuss your ongoing problems use our pre-bookable system which can be used 6 weeks in advance.

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## **HPV Vaccination**



If you were born between 1st September 1990 and 31st August 1993 then you are entitled to the HPV Cervical Cancer Vaccine. The vaccine that you are being offered protects against the two types of the virus, types 16 and 18. These cause most cases (over 70%) of cervical cancer. It does not protect you against all cervical cancers, so it is essential that you have cervical screening (smear test) when you are older (25 and over in England). For further information please ask at reception for a leaflet. Year 8 children will have their vaccine offered at school. If your child misses their vaccine then once we have received the relevant paperwork they will be invited to the Practice.



## **Are you on Medication - If the answer is yes then please read on**

We have put together below a few pointers to help you with your prescription ordering and to help us maintain patient safety, minimise errors and ensure an efficient service.

- Only drugs on your repeat prescription list can be requested.
- Please fill in repeat medication request forms completely to avoid delays and errors occurring. We do have patients with similar names, dates of birth etc.
- Over the counter drugs should be purchased directly from the chemist. They cannot be requested from the surgery if they are not on your repeat medication list.
- Repeat prescriptions can be ordered through St. Mary's website.  
[www.stmarysmedicalcentre.co.uk](http://www.stmarysmedicalcentre.co.uk)
- Why not collect your repeat medication from the chemist; this would help the practice and also help you make one trip instead of two. Chemists will bring down your request for repeat medication when you are due. Don't forget to let us know your choice of chemist!
- Any new medicines or alterations to existing medication that the hospital request/change must be received by the practice in writing from the consultant. We are unable to prescribe the changes without this information. Hospitals have a duty to supply the new medication for 28 days; thus allowing the paperwork to be received by the Practice.

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## **Calling all over 65's**

All patients over the age of 65 are entitled to a pneumonia jab. This is a one off vaccine that protects you against pneumonia. If you wish to have this vaccine then please book an appointment with one of our nursing team.



## What is Repeat Dispensing

### ***Do you get the same medicines regularly? Do you use the same pharmacy?***

Repeat dispensing is a new way of getting the medicines or other items you or your child uses regularly without asking your doctor for a prescription each time. The patient receives a repeat-able prescription, which gives details of how many instalments the prescription contains. This is accompanied by the correct number of 'batch issues', one for each time the medicine is to be dispensed. Both the repeatable prescription and the batch issues are required for medicines to be dispensed. These are to be given to the Pharmacist.

If you are stable on your medication and are interested then please ask for a leaflet at the practice or speak to Marie.

## What is an Acute Prescription

An acute prescription is for medications that are prescribed by doctors as a 'one off'; these are generally prescribed during a consultation, i.e. antibiotics and should not be requested on a regular basis as a repeat. Only medicines on your repeat list can be requested.

## What is a Repeat Prescription

Medications that are required on a regular basis for a condition that a patient may have. Requests for repeat prescriptions are **not** taken over the phone; they are required to be put in writing or via our website and are requested generally on a monthly basis. Prescriptions will **not** be done if they are not due or not advised by our GP's or other clinicians due to safety reasons.

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## **Appointments Missed in 2009**

**Nurses Appointments : 955**

**Doctors Appointments : 524**



**The above figures are appointments that patients did not cancel.**

**These figures equate to 246.5 hours per year wasted / 4.74 hours per week.**

We as a practice are always looking at ways to improve our appointment system. Please let us have any suggestions on how to reduce 'missed appointments' or alterations to our appointment system.

**Do you have trouble getting through on the phone.** The practice has 4 telephone lines. Once these are used up patients will be cut off and have to try again. Our busiest days for telephone calls are Monday and Friday. If your telephone call can wait then why not try a day when the phone lines are less busy!



## Why not become a member of the Patient Focus Group.

The focus meetings are a forum to look at ways of improving the service we provide to you the patients and ensuring that we don't change practices for the sake of it.



If you would like to join us or share your views please contact our volunteer patient focus group members Christine on 01634 713331 or email her at [chrisandmikekerr@talktalk.net](mailto:chrisandmikekerr@talktalk.net) or Richard on 01634 715968 or email him at [Brandsman@aol.com](mailto:Brandsman@aol.com)

I would also like to thank Christine for being part of our recent interview process; it was good to get feedback from a patient.

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### Suggestions

We are always looking at ways of improving our service. If you have any comments or suggestions about the service we provide please ask for a suggestion form at reception desk.



Alternatively write to Cathy Stocking, Practice Manager or send an email to [stmarysmedicalcentre@nhs.net](mailto:stmarysmedicalcentre@nhs.net)

**If there is something you would like to know about the Practice and feel it would be worthwhile putting in the Newsletter, then please speak to Cathy.**

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## HELPLINES

Christine has kindly put together a list of Helpline phone numbers that are available. Over the next few editions of the Newsletter various helplines will be listed. If you require the phone numbers or email address then please contact the Practice.

Burns Victims	Chrohn's Disease
Cancer	Crime
Bowel Cancer	Coping with an addict
Care Homes	Coping with Christmas
Carers	Cosmetic surgery
Car accident victims	Cystic hygroma
Cerebral palsy	Debt
Child abuse & neglect	Dental
Child bereavement	Depression
Children's Illnesses	Depression
Child Protection	Depression (teenage)