

Summer 2015

NHS

**The Medical Centre  
Summer Newsletter**





**Summer is here!**

If you’re jetting off on your holiday to enjoy the sunshine we have a few tips for keeping healthy this summer:

**Immunisations** – if injections are required for your holiday destination, please book an appointment with a nurse **no fewer than 2 weeks** prior to your travel date.

**Sunburn** – Remember to take shade at regular intervals, and **wear a hat** to prevent sunstroke. If you do get burnt have a cool shower or bath and apply a good quality after-sun, if you are seriously burnt seek medical attention.

**Dehydration** – Make sure you drink plenty of water, fruit juices or Ice pops and avoid too much alcohol.

**Bites and stings** – it is not easy to avoid hungry insects in the summer heat but if you do get bitten or stung, try to remove the sting if still left inside you with fingers or tweezers, wash the area with soap and water, put on a cold flannel and raise the area to avoid swelling, use an antihistamine cream or spray – avoid itching as this can cause infection.



**Change of contact details**

It is very important to ensure that all patient details are up to date at all times. If you have recently changed your **name**, **address** or **telephone number**, please make sure you inform the Receptionist so that we can keep your records up to date.

Please remember that if you have been referred to the hospital, you will need to inform them also.



**Appointments**

Upon booking an appointment you will be asked to give a brief reason for making an appointment, this is to help the Receptionist to book you in with the right clinician. However, if you are booking an appointment at reception you are entitled to not give a reason.



**Staff training dates**

The Medical Centre is closed for staff training from 12.00 pm on the following dates:

* **Wed 22nd July 2015**
* **Wed 23rd September 2015**

Please remember to collect prescriptions before 12pm.

**To access a doctor in an emergency please telephone:**

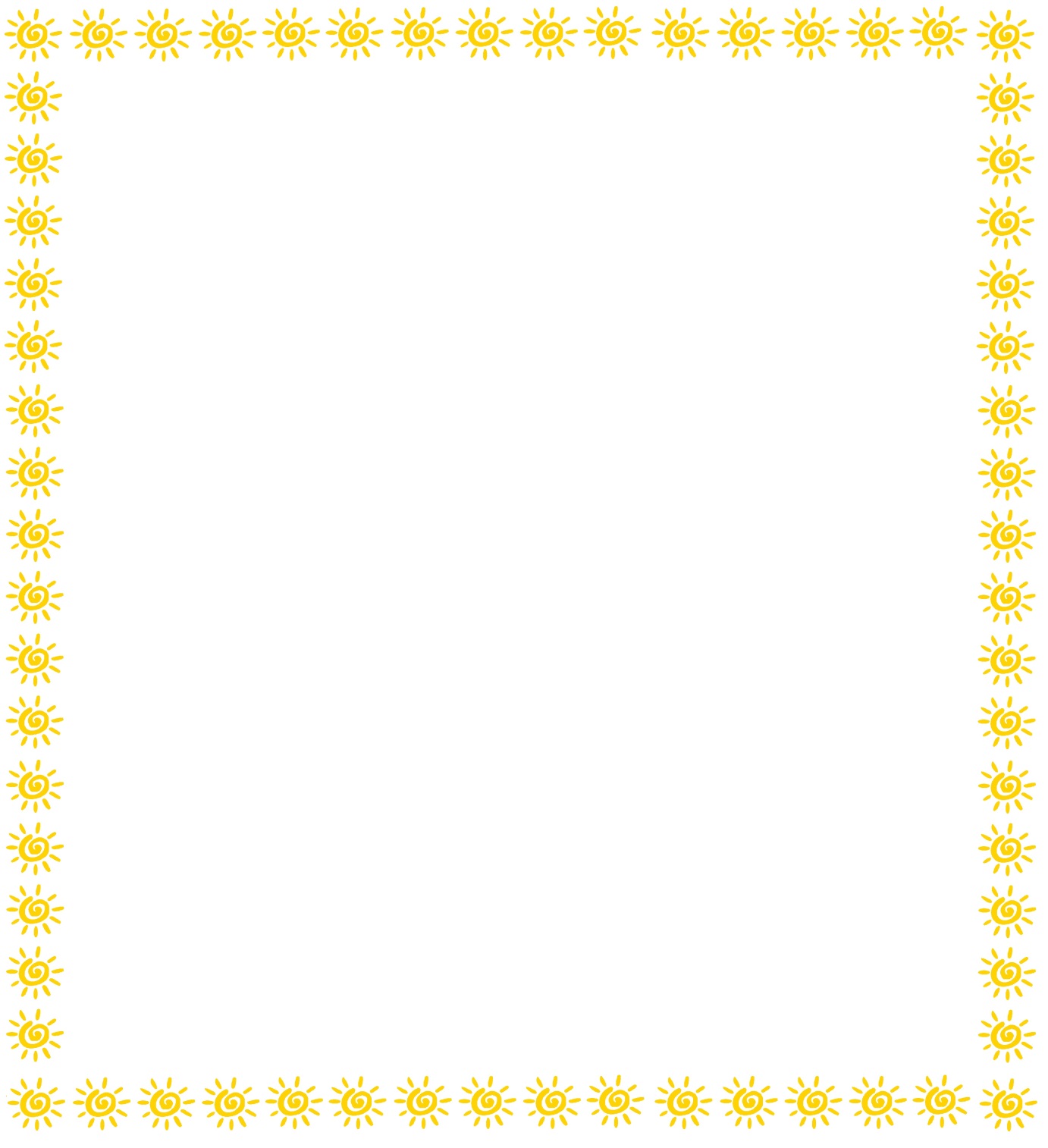
**01302 349431**



**Self-Arrival Reminder!**

May we remind you the **self-arrival screen** is available for you to use, it is extremely easy to use and will avoid unnecessary queuing at the desk - just follow the instructions on the screen.





**Arrive in good time**

If you have an appointment at the surgery, please arrive in good time. If you arrive late, you may have to wait to be seen or asked to come back on another day.



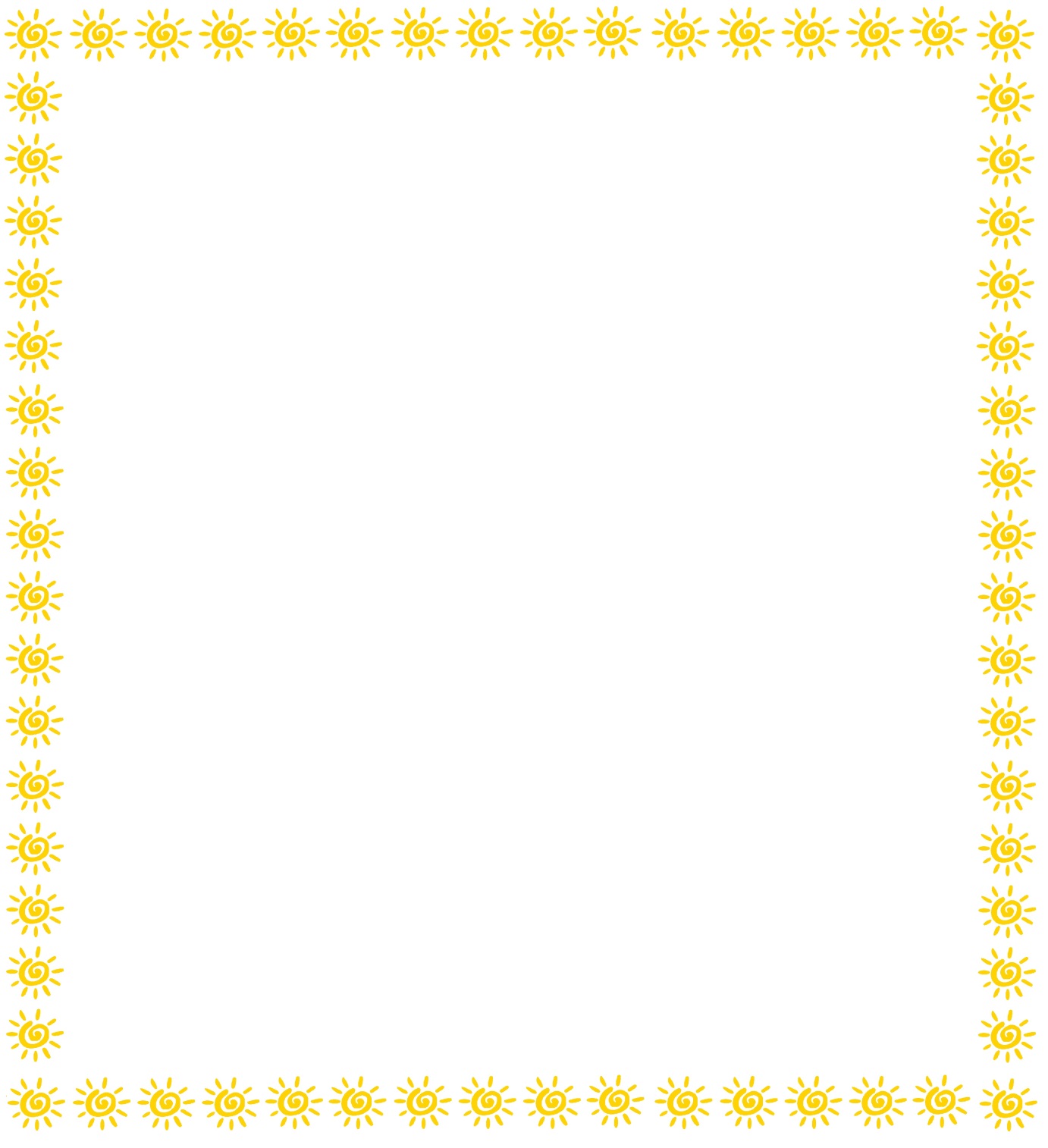
**Your Patient Participation Group needs you:**

Our next patient participation group will be on 16th July at 13:30pm.

Richard from the Wellbeing Centre is coming in to discuss the services they provide for the elderly.







**SMS**

We offer free appointment reminders via text message. You will receive a text to confirm the booking of your appointment and also a reminder text the day before your appointment.

We may also text you with other information that we feel you may need to be aware of; for e.g. the next flu campaign or when you next diabetic/asthmatic check is due.

If you do not wish to receive text messages then please let a member of staff know. Thank you



**Cancellation of appointments**

Over the last few months, there has been a considerable increase in the number of appointments being cancelled at short notice which we are then unable to offer to other patients.

**Please make every effort to attend to all appointments made.**

* If you do need to cancel an appointment please give at least 24 hours’ notice
* Please also remember that if you cancel an appointment it may not be possible to offer you an alternative appointment on the same day.

***With your help, we will be able to utilise these valuable lost appointments.***



**Free NHS Health Checks**

NHS Health Checks are being offered to people aged between 40 and 74 once every five years who have no noted long term conditions.

The check is to assess your risk of developing diabetes, heart disease, kidney disease, stroke and dementia. If there are any warning signs, then together we can do something about it.

Eligible patients will receive an invitation to book an appointment.



**DNA (did not attend)**

In the last 3 months we have had a total of 609 DNA (did not attend) appointments which are shown below:

March – 229

April – 176

May – 186

**Repeated DNA (did not attend) offenders may be removed from the Practice list.**

To cancel an appointment pleases call:

**01302 349431**



**Out of Hours**

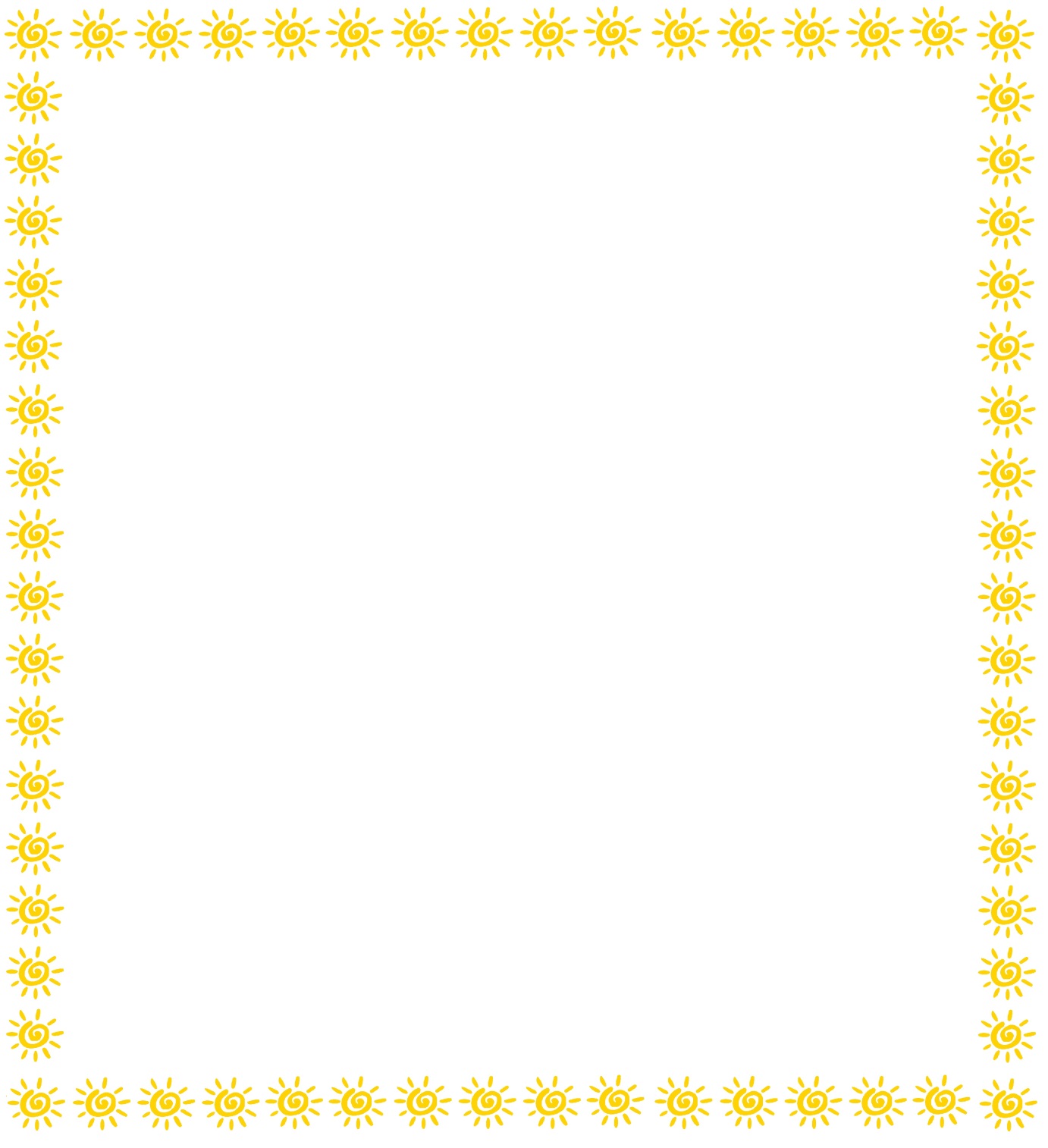
If you need to contact a doctor outside normal surgery hours please phone the surgery number (01302 349431). Your call will then be redirected to the out-of-hours service.



**Don’t be without your practice booklet**

**Download today**

**Scan with mobile phone**

***@TMCFrancesSt***

**Named accountable GP for patients**

Under the GMS contract for 2015/2016 all patients who were on the practice list prior to 1st April 2015 should be allocated a named accountable GP by 30th June 2015. The Medical Centre will be informing patients at the first appropriate interaction with the Practice.

**Whooping Cough**

**Whooping Cough Vaccinations are offered to Pregnant Patients who are 28 - 38 weeks pregnant.**

Those Pregnant patients, who are within this stage of pregnancy, please ask a receptionist to book you in for an appointment.

