

**Winter Newsletter 2016**

*@TMCFrancesSt*

**Staff News**

After working at The Medical Centre for over 3 years, we are bidding farewell to our lovely office manager Debbie Shields. We thank her for all the tireless excellent work she has done for the years she has been with us and wish her the best of luck for her future career. We are also bidding farewell to Moira Jones; one of our Medical Support Assistant, we all wish her the best of luck and a happy retirement.

We are delighted to introduce our new Medical Support Assistant; Amy Pringle.

**Flu Clinics 2016/2017**

The Surgery is still taking bookings for annual flu jabs. Flu vaccines will be available till the end of March. We recommend all patients over 65 anyone with a chronic disease e.g. diabetes, COPD, heart disease has a flu jab. Asthmatics are also entitled if a steroid inhaler forms part of their treatment plan. Please ring for an appointment or book on-line. If you have an appointment at the surgery you can have your flu jab whilst in the surgery - please remind us before you leave! Please ask at reception if you are unsure.

**Cough and cold advice during winter**

There is no cure for the common cold and antibiotics have no effect on viruses, but you can treat the symptoms with some practical self-help measures and over the counter medicines. Your local Pharmacist has been trained to advise you on what is best for you. Wash hands regularly with soap and water and keep surfaces clean.

**Triage Home Visits**

Home visits are assessed on an individual basis by Nurse Shelley at The Medical Centre. Please do not ask for a home visit unless you or the patient you are asking for, are genuinely too ill to attend the Surgery.

Please remember that it may not be possible when requesting a home visit to have the [clinician](http://www.medicalcentredoncaster.co.uk/pages/Home-Visits) whom you usually see in the surgery visit you. Where possible, please make your request for home visits before **10.30am**. This enables the clinician toplan their homevisits efficiently within their working day.

**Please note clinicians will not visit to issue repeat prescriptions or issue sick notes.**

**DNA Policy**

When a patient fails to attend an appointment with a healthcare professional a note of the date and time is made in their electronic medical record. If a patient fails to attend 2 appointments with a healthcare professional within a 12 month period, the Office Manager will write to you; reminding you of the importance of first cancelling unwanted appointments, and detailing the consequence of not cancelling. If following this patient fails to attend another appointment (3 appointment in 12 months), the Practice Manager will write to the patient informing them this will be brought to the attention of the Partners who will decide the next course of action. The usual course of action would be to remove the patient from our list without further discussion unless the patient is able to provide a valid explanation in support of them remaining on the list.

**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.

**Choose Well**

There are many different ‘Choose well’ ways that you can help yourself get the right kind of care:

* **Self-Care** – look after yourself at home with a well-stocked medicine cabinet
* **Pharmacist** – for expert advice on common illnesses and the best medicines to treat them
* **GP (doctor)** – for illnesses that just won’t go away, arrange to see your doctor
* **A&E or 999** – only if you need very urgent medical attention

**Always pick the care you need**

**Cancellation of appointments**

Over the last few months, there has been a considerable increase in the number of appointments being cancelled which is great news as this lets us to offer these appointments to other patients. 14,481 appointments have been booked in the last 3 months and most of those who did not attend their appointment contacted the practice in advance to cancel. Thank you to those who cancelled in advance.

**Over usage of Antibiotics**

There is new guidance as how we should be using antibiotics; this is from NICE (National Institute for Health and Care Excellence). The main points are:

* Antibiotics such as penicillin, only work on bacterial infections and are useless to treat viruses
* Virus infections are far more common and 9 out of 10 sore throats, colds etc. are caused by them and don’t need any treatment other than fluids and Paracetamol or ibuprofen.

To meet this guidance we may ask you to come to the surgery to be examined to see if antibiotic is really needed.

**Test Results**

Please note we will not contact you regarding your results if no action is needed. If you need more information on how long your test results are likely to take to come back from the hospital please ask the nurse.

***Please remember that under no circumstances will you be given the results for any patient other than yourself.***

You do not need to ring the surgery for results. We will contact you if there is a problem.

Please make sure your telephone number is up to date at all times.

**Closing dates during Christmas**

 The Medical Centre is closed on the following dates:

* **Monday 26th December 2016**
* **Tuesday 27th December 2016**
* **Monday 2nd January 2017**

Please remember to order prescriptions in advance.

**To access a doctor in an emergency please telephone and listen to message:**

 **01302 349431**

******Merry Christmas and have a Happy New Year**