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**Spring Newsletter 2016**

*@TMCFrancesSt*

**Welcome to our Spring Newsletter**

**Your New Triage Service**

From February 2016 we have re-introduced a new nurse-led triage system which will provide more efficient ways to book appointments.

It gives you the most appropriate appointment, with the most appropriate clinician, for the right length of time.

This system has proved very successful in previous years and we have improved it by adding an additional prescribing Nurse Practitioner who will enhance the surgery’s service and provide better care for you.

**Staff News**

After 12 years of working at The Medical Centre we bid farewell to Jackie Gibbs; one of our Practice Nurses, we all wish her the best of luck and a happy retirement.

We are also delighted to introduce our new Nurse Practitioner, Amanda Thompson. Amanda will see all medical related problems; she can also prescribe medication and issue sick notes.

**Hay Fever Season**

Now is the time to start prevention medications to help with your hay fever. Waiting until your nose is streaming is often too late to take control.

**Travel Advice**

Our Practice Nurses are able to give pre-travel advice before you go abroad, including;

* Details of immunisations
* malaria prevention
* infection risks
* Medical services etc.

Please contact the Surgery **at least six weeks before your trip**. Unfortunately, we may not be able to help you if we are given too little notice, because some inoculations take time to become effective.

**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.

**Triage Home Visits**

Home visits are assessed on an individual basis by the clinicians 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 sicknotes.

**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.

**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.

**Your Patient Participation Group needs you**

Our next patient participation group will be on 14th April 2015 at 1.30pm. Deborah from Doncaster Crisis Team will be coming in to discuss issues around Mental Health.

The rest of the dates and topics are available at The Medical Centre and on our website.

**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.

**Staff training dates:**

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

* **Wed 30th March 2016**
* **Wed 13th April 2016**
* **Wed 11th May 2016**

Please remember to collect prescriptions before 12pm.

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

**01302 349431**

**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.

In the last 3 months we have had a total of **621 DNA** (did not attend) appointments which are shown below:

* **February – 230**
* **January– 199**
* **December – 192**

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

**To cancel appointments please call:**

**01302 349431**