

**Summer 2016**

**The Medical Centre**

**Summer Newsletter**

**NHS**

The Medical Centre is a Nurse Led Practice which means the triage nurse is to make a first assessment on any incoming patients to The Medical Centre. This will provide you with the most effective appointment, with the medical and nursing services you need, for the appropriate amount of time.

**Outstanding!!**

We are delighted to inform all our patients we have recently had our CQC visit and The Medical Centre has been rated OUTSTANDING**.** We will continue to provide excellent services to our patients at The Medical Centre.

**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 be in the 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.

**Staff News**

Nurse Jackie who has recently retired has asked to say a big thank you to all of her patients who sent in gifts and for all of the nice messages she receieved.

Dr Ferguson is no longer a partner at The Medical Centre but will continue to work Fridays with us as a locum doctor.

We also bid a sad farewell to our nurse Pam who has recently left us.

**Patient Participation Group**

Our next patient participation group will be on 14th July at 13:30pm. Jo Liversidge and Elizabeth Tomlinson from Doncaster Admiral Service will be coming in to discuss the new service they have introduced to support people living with dementia and their families as well.

**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.

**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:

* 15th June 2016
* 6th July 2016
* 14th September 2016
* 28th September 2016

Please remember to collect prescriptions before 12pm.

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

**01302 349431**

**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.

**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.



***@TMCFrancesSt***

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**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.

**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.