

SPINNEY SURGERY NEWSLETTER

Winter 2017

For patients registered with the Spinney

Christmas Opening

It's that time of year again!

The Surgery will be closed on the Bank Holidays of Christmas Day, Boxing Day and New Years Day.

We will be open our normal hours after the holidays.

The first day back after the bank holidays will have appointments limited to patients needing urgent medical attention rather than for routine appointments.

Please also ensure you order your repeat medication in sufficient time to see you over the holiday period.

The surgery will be closed for one hour from 1-2pm on Friday 22nd December.

Thank you

Patient Education Evening held in October.

Mr. David O'Reilly, Consultant Rheumatologist gave a very informative talk on 17th October as well as answering questions from the audience. It would be great to see more patients attending the education evenings, so do please tell us what these evenings need to include or what we need to do differently to get more patients attending!

Let me know at
Debbie.wheatley@nhs.net

Spinney Patient Association News

Committee Members

The Spinney Patients Association held the first committee meeting after the AGM. At this meeting the officers of the committee are elected.

The officers are:-

Amanda Orchard – Chairman
Dudley Denham – Vice Chairman
Debbie Wheatley – Secretary
Heather Wood – Treasurer

We are looking for new members to join our committee. We meet approximately 4 times a year at 5pm for about an hour. We plan education evenings, hear back from our members who attend Hunts Patient Congress, get updates from the Surgery, undertake small projects such as the patient survey design, fundraising, Carers Vintage Tea. We would very much welcome new members to join our team and give us some fresh perspectives. If you are interested, please contact Debbie.wheatley@nhs.net

At this meeting Jenkin and Christine Davies stood down from the SPA Committee. They have been such an amazing support to the Patients Association and the practice

over the 19 years they have served on the Committee. They have organised the sorting and distribution of the newsletter for many many years. When they were short of deliverers, they would often deliver up to 1100 newsletters themselves just to make sure patients got information about the Surgery. We will miss them very much and would like to thank them for their dedication and support to the practice.

Fundraising by the SPA

The SPA has been raising funds during 2017 for the benefit of patients registered with the Spinney Surgery. The first raffle was held on 30th March in the Methodist Church. £61.50 was raised that evening. The second raffle was held during October in the Surgery. The total raised for this raffle was £387.86. The first hamper was won by Mrs Monica Stevens with the number 275. The second hamper was won by Mr. Parry with the number 312. The total value of hampers was £97.30. At the most recent committee meeting the SPA committee voted to donate funds from the sale of books to increase the total of sum raised for the new Doppler machine to £600.00. The Spinney Patients Association would like to thank all those who supported their efforts.

Next Education Evening

We are hoping to plan an evening on Gastroenterology in

April. Hopefully this will cover issues such as ulcers, indigestion, crohns, colitis etc.

Nurse Triage

We have operated our very successful nurse triage system over the years, our patients benefit from having highly trained nurses dealing with on the day requests for appointments.

If you need to be seen the same day by a clinician, it may not be your usual doctor – it may be allocated to the Duty Doctor who will deal with the issue that needs attending to on the same day. As this doctor will be dealing with all urgent requests it is possible that he or she may have more urgent cases to be seen and there may be a delay in your appointment. We would ask patients to bear with us in these circumstances as sometimes the patient needing urgent help cannot be left alone while waiting for an ambulance etc, or the GP may be required to undertake urgent tests or investigations.

A polite reminder

If you have any frustrations or issues with making an appointment, or the surgery in general, please could we respectfully ask that you address these to the Managing Partner – Debra Wheatley and not to our Reception Staff, Nurses, GPs or on social media or various websites can be done via e-mail

Debbie.wheatley@nhs.net by telephone or face to face. Please remember the practice team are here to help you and try their best to do this. It is not appropriate for patients to use inappropriate language or behaviour.

Appointments - “DID NOT ATTEND”

From 1st June to 27th November 1119 patients did not attend for their appointment with a GP. Each consultation is booked for 10 minutes. This means that in 6 months, we lost availability for other patients by nearly five weeks of appointments (yes WEEKS) for a doctor! . Please please **CANCEL** your appointment if you can't come or no longer need it. We can then allocate this to another patient.

FEES

There are some services such as private forms and certificates, as well as some drugs and vaccinations which are not covered on the NHS. For these items, certain fees are chargeable to the patient or their employer. For full details of fees please see the schedule in the waiting room, or on our website. Some of these fees attract VAT. When submitting a form to be completed please enquire about the cost to ensure you are aware of this. Please also note that general medical services will take priority over private services.

MOBILE NUMBERS & EMAIL ADDRESSES

We still need up to date mobile numbers and e mail addresses (where available) for as many patients as possible. You can do this on our website, when you attend for an appointment, or drop us an e mail at no-reply.spinney@nhs.net Please do not use this e mail for medical enquiries or for passing messages on to GPs – it is not monitored on a daily basis.

Reducing the amount of Waste Medication

We would like to remind patients to order only the items you require on repeat prescription. We know that it is tempting to ask for an extra supply of medication “just in case” but please make a conscious effort to look through your medication order sheet and only items that you need. Last year over 90 tonnes of returned medication were incinerated by Cambridgeshire CCG.

Electronic Prescription System

We went live with this system on 21st September and would like to thank all patients for their cooperation and patience during this time.

The CCG have asked us to ensure that pharmacies are encouraging patients to take responsibility for ordering their own repeat medication rather

than having the pharmacist order it for you. The reason this has been implemented is to reduce waste by over-ordering.

Surgery WiFi

We have Wifi for patients now, so do use it when you come to the Surgery and save your roaming charges!

Self Care for Minor Ailments

Did you know....

As part of efforts to save money within the NHS, we have been asked to encourage patients to buy treatments for minor ailments rather than have them prescribed. Some ailments can be dealt with effectively by a pharmacist. You will not necessarily need to be seen by a doctor or nurse for minor ailments. The following can be bought at reasonable cost over the counter at retail pharmacies:-

Chloramphenicol eye drops, Aqueous Cream, Antihistamines, Hydrocortisone, Doublebase, Aciclovir Cream, Oilatum, Fybogel and similar products, Colpermin, Dioralyte sachets, Mebeverine, Loperamine, Anusol cream and suppositories, some thrush preparations

If you are unsure if you can buy an item over the counter, the pharmacist will always help.

SMOKING - The Stick



Some fact on how smoking harms the body.

Heart, Lungs and circulation:

Smoking doubles the risk of a heart attack. It causes 4 out of 5 deaths from lung cancer and chronic bronchitis. It increases your blood pressure and your heart rate.

Brain: smoking increases the risk of you having a stroke by at least 50%.

Bones: Smoking can cause the bones to become brittle and weak and in women increases the risk of osteoporosis, thinning of the bones.

Fertility: in men, smoking can cause impotence. In women it makes it harder to conceive.

Cancer: We know about lung cancer, but did you know smoking also increases the risk of cancers of the lips, tongue throat, voice box, gullet and stomach.

Ulcers and indigestion: Smoking increases the risk of stomach ulcers and getting indigestion. Skin smoking ages skin by at least 10 years and even up to 20 years.

QUITTING – The Carrot



Some facts on how stopping smoking gives you instant benefits.

8 hours after quitting: Nicotine and carbon monoxide levels in the blood reduce by more than half

48 hours: Lungs start to clear out smoking debris (like tar and mucus)

72 hours: Breathing starts to become easier.

2-12 weeks: Circulation starts to improve.

3-9 months, Coughing and wheezing is reduced.

1 year: The risk of heart diseases reduces by about a half.

10 years: The risk of lung cancer falls to half that of a smoker

15 years: The risk of a heart attack falls to the same level as that of someone who has never smoked

It really is never too late to Quit
Take the step now to make things better for you and your family

Did you know...?

...you can self-refer to the Stop Smoking Service without seeing a doctor?

You can access the free service run by Our Health Care Assistants.

We are also offering access to a supported Stop Smoking program called iQUIT. If you want to take part in this, contact our team to make an appointment with Halyna Papworth who is our Health Care Assistant running this program



**when it's less
urgent than 999**

When To Call 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening

situation and your GP Surgery is closed.

Calling 111 will make it easier and faster for you to get in touch with your local health services when your GP surgery is closed. It will also make sure that the 999 number is kept free for very serious emergency medical cases. It is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

SANTA'S REINDEER WORDSEARCH

TRY OUR FUN WORD SEARCH

C D W Y S R A R B N K M C P S G
A I A F L E E N E D E A Q R Y N
R P T Z L I E N A D R Z E Z Y I
R U C A E N R S N I N L T D H Y
O C H K B D H M B O T O E I P L
T H O O V E S O A N D E S L L F
S K P J R E U T A G P G I E O B
R E C N A R P O E S I S M D D A
R E C N A D R F V M T C R I U U
N E X I V B B N X E O E A W R P
R O O F T O P O N I H C M L F J

**caribou Vixen Rudolph
antlers reindeer Comet
red-nosed hooves Dasher
Cupid flying rooftop
Dancer Donner speedy listen
Prancer Blitzen herd watch
bells magical**