

# Newbold Surgery

## Newsletter

December 2017

Edition No 23

The newsletter is also available for viewing and downloading on our website at

[www.newboldsurgery.co.uk](http://www.newboldsurgery.co.uk)

### Our Mission Statement –

“Our team are committed to delivering excellent patient care in a professional, friendly and safe environment. With patients and staff working together, we can ensure everyone is treated with courtesy, consideration and respect”

### Christmas and New Year Opening Hours

The Surgery will be closed on

Saturday 23<sup>rd</sup> December

Sunday 24<sup>th</sup> December

Monday 25<sup>th</sup> December

Tuesday 26<sup>th</sup> December

Open as usual on Wednesday 27<sup>th</sup> December

The Surgery will be closed on

Saturday 30<sup>th</sup> December

Sunday 31<sup>st</sup> December

Monday 1<sup>st</sup> January

Open as usual on Tuesday 2<sup>nd</sup> January

### Christmas and New Year Prescriptions

Prescriptions ordered on Friday 22<sup>nd</sup> December will not be ready for collection until Thursday 28.12.17

Prescriptions ordered on Friday 29<sup>th</sup> December will not be ready for collection until Wednesday 3.1.18

PLEASE REMEMBER TO ORDER IN PLENTY OF TIME OR CONSIDER USING OUR ONLINE ORDERING SERVICE AND PHARMACY COLLECTION.

**Staff News** The surgery is very pleased to announce the safe arrival of a baby boy to

Dr Ayesha Yazdani. Both are doing very well and we are all looking forwards to meeting him for cuddles very soon. Congratulations to all the family.



Dr Ral Gbandi, who many of you will remember as our Registrar a couple of years ago and Dr Nazish Humayan will be covering Dr Yazdani's work during her maternity leave. We would like to welcome them to the surgery and look forward to working with them. We say goodbye to GP Registrars Dr Marge Whittaker and Dr Hannah Rapaport who leave us to continue with their GP training elsewhere and we welcome Dr Damilola Ijasusi who will be working with us for the next 4 months as a GP Registrar.



## Sign up for On Line Services in time for Christmas & The New Year.

*One less job to worry about!!*

### On Line Services

Quick, Easy & Secure  
Using your PC, Laptop,  
Tablet or Mobile Phone.



**Sign up to GP online services and you'll be able to use the website or app to:**

- Book or cancel appointments online with a GP.
- Order repeat prescriptions online.
- View parts of your GP record, including information about medication, allergies, vaccinations and previous illnesses.

**The service is free and available to everyone who is registered with a GP**

### How can you start using GP online services?

Follow these steps to access GP online services:

1. Take photo ID (passport or driving licence) and proof of address (such as a utility bill) to your GP practice and tell them you want to start using their online services. You will be asked to sign a disclaimer.
2. Once you have signed up, you will receive a letter with your unique username, password and instructions on how to log in.

### **Plus Simplify the collection of your prescription**

If you would also like to simplify the collection of your prescription and would like to avoid having to collect your prescription from the Surgery please register for electronic prescribing so we can arrange for your prescription to go direct to your pharmacy of choice. You as the patient will then only need to arrange collection from the pharmacy or delivery from them.

### **Prescription collections by a Pharmacy**

If you have requested that a pharmacy collects your prescriptions this will apply to ALL your prescriptions, not just your usual repeats. Eg if you have a test result which shows you have an infection and your doctor issues a prescription for antibiotics, the prescription will be automatically collected by your chemist of choice. Please let us know if you wish to collect any prescription in person, this needs to be made clear at the time of ordering / speaking to the doctor.

**Please Note: Prescriptions can no longer be ordered by email**



## OVER 65's Flu Clinic

&

WE ARE  
MACMILLAN  
CANCER SUPPORT

## Macmillan Coffee Morning

WE ARE  
MACMILLAN  
CANCER SUPPORT

*By Allan Wood (PPG Member)*



The Patient Participation Group (PPG) was pleased to support the Flu Clinic event on Wednesday 27<sup>th</sup> September 2017.

The various money raising events were, as usual, generously contributed to by patients and volunteers. All stalls were well attended and the book, cake and cuddly toy stalls, tombola and tea kitchen 'café' all proved successful and worthwhile.



Money raised on the day will be distributed between the Macmillan Cancer Charity, other local charities and contributions towards surgery equipment and much needed medical items.

Many, many thanks and well done to all concerned, particularly patients who donated. All patients are welcome to attend the monthly PPG meetings to keep up to date with both medical and administrative developments within the practice and the Health Service. Keep an eye on the notice boards for more information.

We would also like to send a huge thank you to all the outside agencies that that came along on the day to provide valuable information to our patients

### Patient Participation Group (PPG) Est Nov 2011

The Patient Participation Group is a selection of patients and practice staff who meet at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice to our patient population.

If you would like to be part of this Group please contact PPG Secretary Sue Jenkinson on 01246 273185 or email [suejenkinson163@btinternet.com](mailto:suejenkinson163@btinternet.com)

### PPG Virtual Patient Group

If you would like to have your say about the services provided at Newbold Surgery but don't have the time to come to our meetings you may like to join our Virtual Patient Group. Please download a form from the Surgery Website.

## Patient Participation Group

### Date of the next meeting

Our PPG is breaking up now for Christmas. Therefore the next scheduled meeting for the patient participation group is on:-

**Thursday 15<sup>th</sup> March 2018**

At 6.30 pm in the surgery waiting room.

All welcome

FOR THE LATEST PPG MINUTES OR THE MINUTES OF PREVIOUS MEETINGS PLEASE GO TO

[www.newboldsurgery.co.uk](http://www.newboldsurgery.co.uk)

OR ASK FOR A PAPER COPY AT RECEPTION  
THANK YOU

## Flu Clinic Event &

### Macmillan Coffee Morning Sept 2017



## **PRESCRIPTION COLLECTIONS** **IMPORTANT INFORMATION**

Please allow the full 48 hours for your prescriptions to be processed. Prescriptions can only be collected **after 2pm**. We are unable to facilitate collection before this time as the administration process is still incomplete and it may be necessary to ask patients to return after 2pm.  
Thank you for your co-operation.

**Appointments** Patients can book appointments up to 4 weeks in advance and phlebotomy appointments up to 6 weeks in advance.

A range of appointments are available at the surgery, some are available to book on the day, some up to a week in advance and others up to a month in advance. If it is a medical emergency we will always see patients on the day. We also have two late night clinics on a Tuesday and a Wednesday which run from 6.30 pm and can be booked up to a month in advance.

Our **online appointment booking system** is now up and running. Two forms of ID (one photo ID and one other showing evidence of your address ie utility bill) are required. Our **text messaging service** is also available. If you would like to register for these services please ask at reception.

### **See or speak to a Doctor of your choice**

Where possible all our patients are able to see or speak to a Doctor of their choice even if it is not your registered doctor, however our GPs only have a limited number of appointments and telephone consultations each day. Please request your doctor of choice when booking your appointment, if they are not available you will be offered an appointment with another GP. If you would like to speak to a doctor over the telephone please contact the surgery before 11.45 am, if your doctor of choice is fully booked or not in that day you will be offered a telephone consultation with another GP. If you prefer you can request a telephone consultation with the GP of your choice when they are next in surgery.

### **Emergency Appointments**

Please do not book an emergency appointment to obtain sick notes, repeat prescriptions or to be referred to the hospital. Emergency appointments are for medical emergencies that need to be dealt with that particular day. Please book a routine appointment for all other matters.

### **One problem per consultation**

If you need extended appointment time to discuss more than one issue with your GP then please inform the admin team at the time of booking. Please inform your GP at the beginning of your consultation of the issues to be discussed thus allowing your GP to identify the most important issue and allotting the consulting time accordingly.

**Home Visits** Please think carefully before requesting a home visit.

### **Appropriate Request:-**

Bedbound, Terminally Ill, Would come to serious harm if moved.

### **Inappropriate Request:-**

No transport or money, Children, young people and anyone who is mobile, Social reasons or for convenience, If other help is more appropriate (ie hospital/casualty)

**THANK YOU** The surgery staff are trained to deal with emergency incidents but they are still very upsetting, we are only human after all. Despite what happens we have to carry on with our job and give 100% to the next patient. Please bear this in mind if your appointment happens to run late and consider what may have happened to cause this.

A few weeks ago some patients may have witnessed a distressing event in the surgery car park. We would like to send huge thanks to those involved in helping; the gentleman who helped to direct the traffic away from the car park, the gentleman who held his umbrella over the surgery staff to stop them getting wet whilst dealing with the incident, the two patients who had to wait in their cars as they were unable to vacate the car park, the surgery staff for their excellent team work and to all the patients who had appointments booked for their understanding and compassion regarding the delay in being seen on time. We cannot thank you all enough for your help and understanding at such a stressful time.

**Ear Syringing** Newbold Surgery is currently unable to offer an ear wax removal service. The safest and simplest way to clear the wax is to put olive oil drops into the affected ear twice a day until the blockage has cleared. An information leaflet is available, explaining the correct technique, if required. Please note that it may take several weeks or even months to soften the wax enough for it to come out.

If this doesn't resolve the problem, you can either;

1. Arrange to have the wax removed at a private clinic.

**Please note: you will be charged for this service.**

2. See your GP for assessment, who may refer you to the hospital ENT department if appropriate. You may be put on a waiting list before a hospital appointment can be offered.

### **Cervical (Smear) Screening - Result Waiting Times**

We would like to make our female patients aware of the increased waiting times for smear test results. This is due to the high levels of demand on the service so far this year.

\* All women attending for smear tests are advised that it may now take 4 to 6 weeks for their result letter to arrive and not 2 weeks as quoted in the invitation letter.

\* These delays are due to workloads in the laboratories and does not mean there is a problem with your sample.

\* Patients are advised to contact their sample taker regarding enquiries about their results and not the laboratory who will be unable to discuss results with patients.

### **Practice Learning (QUEST) 2017**

Once each month there is usually an afternoon where the staff at the practice are involved in Practice Learning Initiatives. This includes the doctors, nurses, the practice manager, all administration staff and any GP Specialist Registrars with us at the time. These events usually take place on Wednesday afternoons.

**Surgery will be closed from 1.00pm in the afternoon of the following dates for staff training (QUEST):**

2017/2018 - 13 Dec, 9 Jan, 14 Feb, 14 Mar

### **SUFFERING BUT NOT AN EMERGENCY?**

**VISIT THE NHS CHOICES WEBSITE FOR DETAILS REGARDING MINOR ILLNESS ON [www.nhs.uk](http://www.nhs.uk)**

### **MIG**

**What is MIG?** MIG stands for Medical Interoperability Gateway and it is a computer system that enables the sharing of specified datasets of patient information between healthcare providers. Patient information via MIG cannot be accessed without consent from patients during their consultations. In an emergency situation if a patient was unable to consent but they are medically at risk if they do not receive treatment, the clinician will access records in order to treat the patient.

The consent model for MIG is based on implicit consent to share and explicit consent to view. Patients can opt out from sharing at any time.

The Records and Information Group (RIG) has issued a directive to all GP practices to share their records to ensure that they are fulfilling the duty of care to their patients.

Patients who previously opted out of Summary Care Record or eDSM will automatically be opted out of MIG.

### **Up to date patient contact details / text service**

We ask that patients inform the practice as soon as possible regarding any changes to their contact details, including address and daytime telephone number. Please make sure your mobile information is up to date. If you do not inform the surgery that your number has changed important messages and appointment reminders may be sent to the wrong person. If you do not wish to receive text messages from the surgery please inform a member of staff.

**Happy With Our Service?** Please tell us what you think by visiting The NHS Choices Website and leave a rating and review. We would love to achieve a 5 star rating.

**Complaints** The surgery tries to work hand in hand with our patients, if however, you feel the need to raise a complaint or make a suggestion, forms are available to the right hand side of the reception desk or from the receptionist. Thank you.

**Courtesy to Staff** Getting angry or impatient either in the surgery or on the telephone only makes matters worse for you as the patient and for us as surgery staff. All of our telephone calls are recorded and can be listened to if we have any particular concerns.

***"Please respect us we are here to help you"***

**Patient's Suggestions** We always endeavor to improve the service to our patients and would appreciate any suggestions you may have.

### **Patient Contributions to the Practice Newsletter**

Patients are invited to make contributions to the quarterly surgery newsletter. If you have anything you would like to contribute that will be of interest to other patients and our surgery community please put in writing and post in the Newsletter contribution box at reception. At the discretion of the Practice Manager we will certainly try to include these items for you.

### **The Friends and Family Test**

NHS Midlands and East want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering patient's feedback, so we can review our service on a monthly basis.

The test will be based on 2 simple questions and the feedback we receive will help us to learn more about what patient's think of their experience - what they like and what they think we could improve. Ultimately, patients will be helping us to make changes that will ensure we can offer the best possible care.

**ALL PATIENT INPUT IS GRATEFULLY RECEIVED.**

**PLEASE TAKE A FORM FROM THE WAITING AND RECEPTION AREA AND PLACE IN THE BOX PROVIDED ONCE COMPLETE. ALTERNATIVELY THE FORM IS AVAILABLE ON OUR WEBSITE AND CAN BE PRINTED OFF, COMPLETED AND RETURNED TO SURGERY.**

### **Accessible Information Standards YOUR INFORMATION YOUR WAY**

Do you need us to provide information in a different format or any other communication? If so please let us know and we are happy to try to accommodate your needs

**Reception confidential area / disabled patients and wheelchair access** If you would like to talk to someone discreetly on reception please use the lower level screened area to the left of reception as you enter through the surgery doors.



## **Christmas Crossword**

### **ACROSS**

1. Pumpkin or mincemeat
3. Santa's ride
6. Celebration
8. Newborn
9. Northpole crew
13. Word of praise
14. Words on a Christmas card
17. It's opened on Christmas

### **DOWN**

1. Alternative word to 17 across
2. Christmas drink
4. Christmas dinner centerpiece
5. Dec. holiday
7. Christmas warmer
8. "Jingle \_\_\_\_\_"
10. Christmas tree
11. O. Henry's "The Gift of the \_\_\_"
12. What carolers do
15. French Christmas.
16. Snow glider

