

WHITCHURCH SURGERY

NEWSLETTER - SPRING 2018



SURGERY NEWS
www.whitchurchsurgery.co.uk



APPOINTMENTS

Whitchurch Surgery are happy to offer an on-line appointment booking system. If you choose to use this option you will have as much access to the appointments as the receptionists have.

Not already registered for on-line access?

Please speak to reception who will be happy to help you.

If you have more than one issue to discuss and are therefore likely to need a longer appointment (standard appointments are 10mins in length) please contact reception so that they can arrange, where possible, a double appointment for you.

Please note advanced appointments are now only being booked for up to 4 weeks ahead.

If you are unwell and need to see a Doctor on that day, then the receptionist will take your contact number and a brief description of the problem (this is at the GPs request, so that the GP can triage accordingly). The GP will then call you back, and provide appropriate advice over the phone or arrange a time for you to be seen.

If you have a preference of GP there may be a longer waiting time to see that Doctor.

During the last 3 months 104 appointments were wasted due to non attendance. This is 11.5% of appointments booked! And is increasing each quarter. Please help us to reverse this trend. If you can't keep your appointment please cancel it so others can utilise this precious time with our Doctors and Nurses.

Home Visits

If you need a doctor and are too ill to travel to the practice and feel a home visit is **essential**, please telephone the surgery **BEFORE 10AM** and a doctor will ring you back to discuss whether a visit is required.

Reviews

If you are on regular medication you need to have a **MEDICATION REVIEW** with your GP at least every 12mths, even if you are being seen regularly by the hospital. If we are providing the prescriptions for your medication the GP needs to review you as part of his duty of care.

If reviews are overdue your medication may be reduced to a weekly supply until you are seen.

If you have a specific condition such as **ASTHMA**, **COPD**, and **DIABETES** you will also need regular reviews with the practice nurse who specialises in the monitoring of these conditions.

CHECK YOUR UP TO DATE WITH ALL YOUR REVIEWS—this will ensure you are on the best medication for your conditions. The date is on your repeat prescription slips.

Inoculations

FLU - missed our flu clinics, not a problem, just book your vaccination in with any of our nurses.

PNEUMONIA - Over 65, book in for your pneumonia vaccine, you will only need this once.

SHINGLES - Over 70, check your eligibility for the shingles vaccination.

WHITCHURCH SURGERY NEWSLETTER

Protected Time

The Surgery will be closed on the following afternoons from 1 p.m. for training:

Tuesday 13th March

Thursday 19th April

Tuesday 16th May

Wednesday 13th June

If you need a doctor urgently on these days between 1.00pm—6.30pm please ring **01296 850011**. After 6.30pm please ring the NHS **111** service.

If you need to contact a GP during a Bank holiday for an EMERGENCY then please telephone NHS 111

Contact Details

Please can you inform us if your contact details change. From time to time we may have to speak to you urgently and this can be very difficult if we don't have an up to date telephone number, either a land line or mobile number, or both, is very helpful. Unfortunately we are not able to leave messages on answer machines.

If you move home you **MUST** bring in a proof of new address with your name on it, for example an utility bill. Patients who move/ live outside our catchment area will be asked to register with a new GP that's closer to their new address.

If you need to change/book an appointment, ask for test results, need copies of immunisations etc, please do this yourself. It can place the receptionist in a difficult position—giving information to a third party if not permitted.

Travel

A questionnaire must be completed before booking an appointment. Please bring payment with you on the day of your appointment. A card machine is now available in the practice. Please complete the forms at least 8 weeks before your travel date. If you are travelling within 6 weeks and have not made an appointment you may be advised that it is too late to see the practice nurse – you will be given the details of a travel clinic where you will be able to receive the vaccinations.

Test Results

Test results can be obtained from reception **after 11.00am**. Blood results should be available after 1 week. It is the patients responsibility to contact the surgery for their result. If we receive a result from the lab and they are abnormal, the GP will be informed and may contact you if they have urgent concerns. Swabs should be available to us after 48hrs and urine/ sputum or faeces. Nail clipping results can take up to 6 weeks to come back.

Podiatry/ Foot health

Our very own Practice Manager Rachel Brice Dip.FH, MAFHP MCFHP Dip.RSA Foot health care professional is running clinics at the Surgery for anybody who has problems with cutting their nails, in-growing toenails, dry skin, verucca's, fungal problems & corns. Please contact her directly on her mobile 07773267761.

Private Fees

Please be aware that there is a charge for non general medical services, such as private medicals, letters, passports etc. These fees are subject to VAT. Please see listing

DISPENSARY NEWS



Calls are **ONLY** accepted between 2pm and 4pm on a Mon, Tue, Wed and Fri on 01296 640374. Please **DO NOT** ring reception as you will not be put through.



Both a Contactless and Chip & Pin payment service is available in the surgery.

If paying for prescriptions by cheque, the dispensary will need to see a cheque card.

Private Prescriptions

When a private prescription is issued by the doctor for collection at a chemist of your choice, there will be an admin fee of £12.00. However, if you choose to have your private prescription dispensed at this surgery, the £12.00 admin fee will not be charged.

Prescription Requests

If you wish to order a repeat prescription you can post, fax (01296 640021) or email whitchurchdispensary@nhs.net.

You can also order on-line via the patient access system.

The dispensary will ONLY take telephone calls from 2.00pm-4.00pm on a dedicated telephone number 01296640374. Please do not call Reception to order your repeat prescription/ or to be put through to the dispensary!

Please remember to leave at least a **full 48 hours** before attempting to collect your items. (please note all prescriptions ordered over the weekend via email or post will not be dealt with until the next working day. **The dispensary closes at 1pm on Thursdays (12.30 on the last Thursday of every month).**

We now operate a repeat prescription service. Please ask at the dispensary for more information.

Please remember to give plenty of notice when ordering holiday medication.

Please note: Any medication required for travel purposes may incur a private charge.

Reducing the amount of Waste Medication

It is becoming more apparent that some patients are requesting medication unnecessarily. This has an impact on the quality of services offered by the NHS (for example longer waiting times). Please be considerate when ordering medication!

We know that it is tempting to ask for an extra supply of medicines "just in case" but please would you make an extra conscious effort to look through your repeat medication order sheet and not order any items where you have enough. If you are on our repeat system and don't need something please inform us when collecting and we can remove it from your bag.

Hearing Aid Batteries

These are available at the surgery for NHS hearing aids only.

Did you know?

As part of efforts to save money within the NHS, we encourage you 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 the Doctor for minor ailments.

The following can be bought at a reasonable cost over the counter at retail pharmacies:

Antihistamines, Chloramphenicol eye drops, Aqueous Cream, Hydrocortisone, Doublebase, Medigel, Aveeno, Aciclovir Cream & Oilatum, Fybogel Type products, Colpermin, Dioralyte, Sachets Mebeverine, Loperamide, Anusol Cream and suppositories, Some thrush preparations. Co-codamol, Paracetamol, Ibuprofen tablets/ suspension and gel. Athletes Foot Preparations, Threadworm (Family Treatments), Wart preparations. Olive oil Ear Drops, Lacri-lube, Hypromellose, Opticrom Sodium, Chloride Nasal Drops. Panoxy, I Nasal Sprays Preparations, Head Lice Preparations

WHITCHURCH SURGERY NEWSLETTER

LIST OF CHARGES NOT COVERED BY NHS SERVICES

As from January 2018 - to be reviewed annually

CERTIFICATES

| | NET | VAT | TOTAL |
|---|-------|------|--------|
| Private Sick Certificate | 15.00 | | £15.00 |
| Fitness Certificate (sport, school, travel) | 15.00 | 3.00 | £18.00 |
| Private prescriptions to be dispensed elsewhere | 12.00 | | £12.00 |
| Vaccination Certificate | 12.50 | 2.50 | £15.00 |
| Shotgun Certificate | 35.00 | 7.00 | £42.00 |
| Freedom from Infection Certificate | 25.00 | 5.00 | £30.00 |
| Assistance to Travel Certificate | 25.00 | 5.00 | £30.00 |

REPORTS

| | NET | VAT | TOTAL |
|------------------------------------|-------|-------|--------|
| Written Report without Examination | | | |
| 15 minute | 30.00 | 6.00 | £36.00 |
| 30 minutes | 55.00 | 11.00 | £66.00 |
| 45 minutes | 80.00 | 16.00 | £96.00 |
| OFSTED Health Declaration Report | 75.00 | 15.00 | £90.00 |
| Insurance Claim Form | 30.00 | 6.00 | £36.00 |
| To Whom It May Concern Letter | 20.00 | 4.00 | £24.00 |

MEDICAL EXAMINATIONS

| | NET | VAT | TOTAL |
|---|--------|-------|---------|
| HGV PSV PCV | 110.00 | 22.00 | £132.00 |
| Private Consultations Extra charge for medications issued | 35.00 | | £35.00 |
| Pre Employment Medical | 110.00 | 22.00 | £132.00 |
| Insurance Medical | 165.00 | | £165.00 |
| Racing Driver/Scuba Diving Medical | 110.00 | 22.00 | £132.00 |
| Adoption/Foster Medical | 110.00 | 22.00 | £132.00 |
| Fitness to attend School/University | | | |
| 15 minutes | 45.00 | 9.00 | £54.00 |
| 30 minutes | 90.00 | 18.00 | £108.00 |
| Elderly Driver Medical and Certificate | 100.00 | 20.00 | £120.00 |
| Seat Belt Exemption | 40.00 | | £40.00 |

WHITCHURCH SURGERY NEWSLETTER

ACCESS TO MEDICAL RECORDS (UNDER DATA PROTECTION ACT)

| | NET | VAT | TOTAL |
|------------------------------------|-------|------|-------|
| Computer Summary Printout | 10.00 | | 10.00 |
| Lloyd George Records (photocopies) | 50.00 | | 50.00 |
| Photocopying per sheet | 0.42 | 0.08 | 0.50p |

Nebulisers and Blood Pressure Monitors

If you have been loaned a nebuliser or blood pressure monitor by the nurses or doctor, and they are no longer required, please return them, as they may be required for other patients. (Please remember these are for short term loan, if you need to use on-going, please speak to us re options for purchasing your own equipment. where appropriate.)

Medication Reviews

It is important to keep up to date with medication reviews, to ensure you are on the most beneficial medication and dose.

Reviews can be in depth and can take up a whole appointment slot. Please make medication review appointments separately from any other problem you may have. Medication review can be done over the telephone providing you are up to date with blood tests and have provided an recent blood pressure reading (if applicable)

Blood Test

Due to patients requesting unnecessary blood tests and the cost involved for the NHS you will only be able to book an appointment for a blood test once a GP has authorised this. If you are on certain medication or have certain medical conditions it is vital to have regular blood tests.

We have a phlebotomist (Penny) who works on Thursday and Friday. Please contact reception to book an appointment. It is not possible to book an appointment for a blood test on line.

Private Letters

Please note that if you request a private letter for a service that is not normally covered by the NHS, such as osteopathy or reflexology, you will be charged an administration fee

Private Referrals

If you choose for your hospital appointments to be private, please allow up to two weeks for the doctors to write the referrals.

If you are prescribed medication following the private consultation you will be expected to pay the private fee for the first prescription before it can be switched to NHS. Not all items are available on the NHS! (Depending on your personal circumstances your insurance policy may cover the fees of prescriptions.)

PLANNING YOUR HOLIDAYS

From travel insurance to vaccinations, here's what to think about before you travel.

Start preparing for your trip, especially long trips, at least four to six weeks before you go.

Read the latest health and safety advice for the country you're travelling using:

GOV.UK TravelHealthPro country information

- At least 6 weeks before you go find out if you need travel vaccines and make sure your vaccinations are up-to-date.

If diseases such as malaria are a risk, you may need to start treatment before travelling.

- Prepare a kit of travel health essentials, including sunscreen, painkillers and antiseptic.

Sun protection

When choosing sunscreen, the bottle's label should have:

- the letters "UVA" in a circle logo and at least four-star UVA protection
- at least SPF15 sunscreen to protect against UVB

Travel insurance

Whether you're off on a six-month trek to the Himalayas or a family holiday in Spain, it's vital to have the right travel insurance.

- Make sure your policy covers your destination and the duration of your stay, as well as any specific activities you might do.
- When travelling in Europe, make sure you have a valid European Health Insurance Card (EHIC).

The EHIC will entitle you to free or reduced-cost medical care. However, it won't cover you for everything that travel insurance can, such as emergency travel back to the UK.

Deep vein thrombosis

If you think you may be at risk of developing deep vein thrombosis (DVT), seek advice from your GP.

- On long-haul flights, get up from your seat to walk around and stretch your legs whenever you can. Drink regularly, but avoid alcohol, and wear loose, comfortable clothes.

Jet lag

- Jet lag is worse when you move from west to east because the body finds it harder to adapt to a shorter day than a longer one.
- Travellers who take medication according to a strict timetable, such as insulin or oral contraceptives, should seek medical advice from a health professional before their journey.

Copied from NHS Live well website

for further information go to <http://www.nhs.uk/Livewell/winterhealth>

TRAVEL VACCINES

WHITCHURCH SURGERY TRAVEL VACCINES FROM DECEMBER 2017

| VACCINE | TOTAL PAYABLE | |
|------------------------------|--|--------------------|
| Hepatitis A | No charge | Per course |
| Hepatitis B | 28.00 | Per dose |
| Rabies | 55.00* | Per dose |
| Yellow Fever | 60.00* | Per dose |
| Meningitis | 38.00 | Per dose |
| Travel Certificate | 15.00 | (inc VAT @ £2.50) |
| Japanese Encephalitis | 190.00* | Per course of two |
| Tick Borne Encephalitis | 80.00* | Per dose |
| Diphtheria Tetanus and Polio | No charge | |
| Cholera | 30.00 per dose | |
| Typhoid | No charge | |
| Malaria | Private Prescription will need to be discussed with the Nurse to suit individual requirements. The cost will need to be discussed with the Pharmacists once choice of medication is made | |
| Shingles (Private) | 215.00 | (inc VAT @ £35.83) |

Payment for vaccines MUST be made at reception on arrival for your appointment and NOT after.

*For vaccines that need to be specially ordered, these will need to be paid for even if you cancel your appointment.

Please ensure you obtain a receipt on payment.

MEDITERRANEAN BEEF PASTA

This take on a classic Mediterranean dish is economical, tasty, a good source of protein and packed full of vegetables to help you get your 5 A Day.

- serves: 2
- time: 30 minutes

This recipe is colour-coded green because it's low in fat, saturated fat, sugar and salt.

Ingredients

- 225g lean beef, cut into strips
- 200g dry whole wheat pasta
- 1 garlic clove, crushed
- 1 red pepper, sliced
- 1 courgette, chopped
- 100g mushrooms, sliced
- 225g can of chopped tomatoes
- 1 tbsp tomato ketchup
- dried mixed herbs.

Method

1. In a saucepan or wok, fry the meat and garlic for 4 to 5 minutes, until browned. You shouldn't need any oil.
2. Add the pepper, courgette and mushrooms, and stir-fry for 2 minutes. Stir in the chopped tomatoes, ketchup and herbs, and season to taste. Bring to the boil and simmer for 5 minutes.
3. Cook the pasta according to the packet instructions. Drain it and stir into the sauce.

Allergy advice

this recipe contains wheat (gluten)

tomato ketchup contains wheat (gluten) in the vinegar and may sometimes contain celery

ready-made sauces can contain a variety of allergens, so always check the label

some pasta contains egg

Food safety tips

When cooking:

- always wash your hands, work surfaces, utensils and chopping boards before you start preparing food and after handling raw meat
- keep raw meat away from ready-to-eat foods such as salad, fruit and bread

Copied from NHS live well website

ARE YOU OVER 75?

Then the North Bucks GP over 75 Team
can visit you at home to:-

- Assess your needs
- Assess you following hospital discharge
 - Liaise with other agencies
- Refer you to other appropriate services
 - Visit you again as required

Contact your surgery to find out more

01296 641203

Urine Samples

All samples need to be at the surgery by 12.00 to be processed and ready for collection

Please ensure samples are in the correct specimen pot, available at reception

Specimens **MUST** be labelled with name and DOB

Please complete the form as much as possible

Specimens received after this time, unlabelled or in alternative containers will be discarded



PATIENT PARTICIPATION GROUP

We would like to know how we can improve our service to you and how you perceive our surgery and staff.

To help us with this, we are setting up a virtual patient representation group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time.

We aim to gather patients from as broad a spectrum as possible to get a truly representative sample. We need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups.

If you are happy for us to contact you occasionally by email please complete a sign-up form which is available from reception.

Thank you