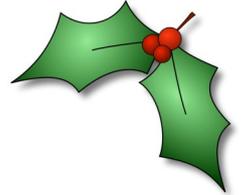


Surgery 01775 715 999
Test Results 01775 715 995
Dispensary 01775 715 996

AUTUMN 2014 NEWSLETTER

Welcome to the Autumn edition of the Munro Medical Centre Newsletter produced jointly by the Practice and the Patient Reference Group. This is the last newsletter before Christmas so on behalf of the Partners, Practice Staff and the Patient Group, we wish you all a Happy Christmas.



Don't forget, previous newsletters can be downloaded from the Practice website under the 'News' tab.

GP News

Drs Bissonauth and Atun have left the Practice. We welcome Dr Charlene Williams who joined us on 17th November as an Associate Principal.

Flu Clinics

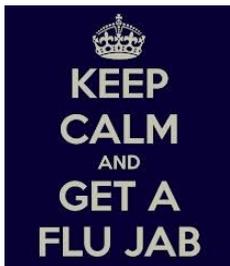
So far 4300 adults have received a flu vaccination. Its not too late to have yours, just contact reception on 01775 715999 to make an appointment.

Thanks to the generosity of patients in making donations or buying raffle tickets at the flu clinics, £1085 has been raised that will go towards purchasing more equipment.

Funds raised at last year's flu clinics have purchased:

- * Coaguchek for monitoring warfarin levels
- * 'One size fits all' blood pressure cuffs
- * Ear irrigator
- * Spirometer for assessing lung function and capacity

Thank you for your generosity.





Lincolnshire Health and Care (LHAC)

www.lincolnshirehealthandcare.org

Lincolnshire Health and Care is an initiative which is looking to design better ways of providing essential health and social care services in the county.

Currently health and care services are not working together as effectively as they could and, with a growing and ageing population, the current approach will not be sustainable in the long run.

Lincolnshire Health and Care will provide residents with access to safe and good quality services, closer to home and avoid, where possible, a lengthy hospital stay.

The LHAC Vision is:

- ◇ **Quality, safety and sustainability for health and care services**
- ◇ Improved **joint working** of health and care professionals - an integrated service for patients
- ◇ Providing the **right care at the right time closer to patients' homes**
- ◇ 7 day a week services for local people through **community 'neighbourhood' teams**, supported by **urgent care centres** across the county
- ◇ **Hospitals 'freed up' to provide specialist or genuine emergency trauma and time critical services**

The full LHAC presentation given at the recent South Lincolnshire Patient Participation Cluster Group meeting can be found on the noticeboard of the Practice website.

Sharps Bin Disposal



The Practice is unable to accept sharps bins for disposal. They need to be taken to the South Holland District Council offices in Priory Road where there is a receptacle in the foyer. Please note that the council will not accept any sharps or needles that are not in a bin.



Missed Appointments

Our objective is to provide the best service we can for our patients but we need patients' co-operation to do this. Wasting appointments impedes our ability to see all the patients who need consultations. If you need to cancel an appointment we would be grateful if you could notify reception in good time to allow your appointment to be given to another patient.

In the period July to October 2014 -
1214 appointments were missed,
Costing over 264 hours of medical staff time.

Remember, it might be YOU that needs an urgent appointment.

Patient Feedback

The Practice survey commenced in October and will run for another few weeks. The survey focuses on the patient experience following their consultation with either a GP or Nurse. If asked, we would be grateful if you would complete a survey to enable us to receive feedback.

Results and actions will be published in the next newsletter.

Out of Hours Service

If you need medical advice at night, during the weekend or on a Bank Holiday please call 111. Trained staff will direct your call to the appropriate service. For more information on this service visit the NHS111 website — www.nhs.uk/111

Please note this service is provided countywide by NHS Lincolnshire.

If you think you or someone else may be having a heart attack, stroke or breathing difficulties where life is in danger,

telephone 999 immediately.

Same Day Appointments Triage System

If you require a same day appointment you will usually be added to a telephone triage list. If you can give as much information as possible to the person taking your call, we can ensure your call is routed to the most appropriate person to call you back.

Call backs are usually made within an hour but can be longer at peak times such as Monday mornings or if staff are required for an emergency.

A trained nurse will call you back to discuss the problem you are presenting with. The outcome of this may not require an immediate appointment or possibly no appointment at all.

Practice Website

WWW.MUNROMEDICALCENTRE.CO.UK

In addition to all the information you'll need about the Practice and its services including the new 'self help' section, you can register to be able to book appointments with your usual GP and request repeat prescriptions.

To register just bring one of the following into the surgery:

1 x Photo ID, e.g. passport or driving licence

Or

1 x Document with your full name and postal address, e.g. utility bill

Future newsletters and contacting the Patient Reference Group (PRG)

Anything else you would like to see in this newsletter or
you wish to raise with the PRG?

Send your ideas to:

prg_comments@munromedicalcentre.co.uk

or write to the PRG at the Practice address

Please note that the PRG is unable to respond to complaints. Please contact the reception desk and ask for a copy of the complaints procedure or ask to speak to the Practice Manager. The PRG cannot deal with patient specific issues and do not have access to medical records.