

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.

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 Group (PG)

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

Send your ideas to:

pgcomments.mmc@nhs.net

[Or contact us via our Facebook page](#)

or write to the PG at the Practice address

Please note that the PG 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 PG cannot deal with patient specific issues and do not have access to medical records.



Surgery 01775 715 999

Test Results 01775 715 995

Dispensary 01775 715 996

FEBRUARY 2017 NEWSLETTER

Pinchbeck Surgery Investment

The Practice has applied for planning permission to make improvements to the branch surgery in Church Walk. Changes will include:

- ◇ Second consulting room
- ◇ Larger dispensary
- ◇ Disabled accessible toilet

We hope that a positive planning decision will be made by early March so that work can progress on extending services for our Pinchbeck patients.

Weekend Surgeries

As you may have seen in the local press, Munro is open every Saturday from 8am-4pm from 7th January 2017 until approximately the end of February for pre-booked and routine appointments. Also from 8am—3pm a drop in/sit and wait service will be available for acutely ill patients and people needing to be seen on the day.

With South Lincolnshire Clinical Commissioning Group support we may be able to extend these arrangements into March/April.

Please check the Practice website or Facebook page for any updates to these arrangements.

Please do not attend A&E for minor illnesses, utilize the NHS wisely, we're here for you.

Please note telephone lines will not be open on weekends.

New Initiatives

The Practice is expanding its range of services and is piloting the following:

St John's Residential Care Home — working with the home to improve the health and mental wellbeing of residents. The aim of this is to reduce the number of emergency hospital admissions.

Teledermatology — this uses a specialised camera to send photographs of rashes or other skin lesions to a Dermatologist. Benefits of this are that it reduces avoidable referrals i.e. those that do not need a consultant referral and therefore reduces the waiting time for those that do need to see a Dermatologist.

Chronic Obstructive Pulmonary Disease (COPD) - helping patients to manage their condition and offering support outside of the hospital environment.

GP News

- Dr Dias will be leaving the Practice at the end of March.
- Our third paramedic, David Stafford joins us in February.

Friends & Family

Patients visiting the surgery are asked to complete a short questionnaire asking if they would recommend the Munro Surgery to their friends and family. The last quarter's result of Likely and Very Likely to Recommend responses are:

Month	Result
October	92%
November	92%
December	95%

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 Aug to Dec 2016 -
1463 appointments were missed,
Costing over 330 hours of medical staff time.

During 2016 over **3500** appointments were missed, this averages at about 290 **EVERY** month and is a significant increase on 2015.

Demands on healthcare services increase year on year with many being forced to use inappropriate services such as A&E. By cancelling unwanted appointments you can help to ensure that those that really need A&E can be seen faster and are not held up by those that cannot get to see a GP.

With an ever increasing demand for healthcare it is critical that this service is used fairly. If you register your mobile number then you will get a text reminder the day before your appointment.

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

New Email Address For Patient Group

The contact address for the group is now
pgcomments.mmc@nhs.net