



Munro Medical Centre

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

JUNE 2017 NEWSLETTER

Results Line Opening Times

With effect from 1st July the Results Line will be open from 1.00 to 3.00 instead of 1.00 to 4.00 for a trial period.

Hay Fever Season

There are various treatments for Hay Fever available from a chemist:

Antihistamines:

These are used to block the action of the chemical Histamine, which the body releases when it thinks it's under attack from allergens. This helps stop the symptoms of runny nose, itchy eyes and sneezing.

Nasal Sprays:

Some pollens trigger an allergic reaction inside your nose which becomes inflamed. Nasal sprays are used to treat Hay fever as they have an anti-inflammatory effect.

Remember: If you know there's going to be a high pollen count that day, take anti histamines and/or use a nasal spray before you leave the house.

If your symptoms are not controlled by over the counter medications contact your GP surgery for advice and alternative treatment.

New Initiatives Update

In the last newsletter we highlighted some services that the Practice was piloting, here's an update:

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.

This pilot has been extended to the end of June. It has been successful in reducing the number of unnecessary hospital admissions thereby reducing stress on residents and their family or carers as well as saving costs to the NHS.

Teledermatology — this uses a specialised camera to send photographs of 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.

From January to the end of April, 64 Telederms were completed and of those, 29 were referred for a specialist appointment. A reduction of over 50% in specialist referrals had this system not been used.

GP News

- Dr Harriet Morgan has recently joined the Practice. We also hope to have another GP join us during June.
- Two treatment room nurses have started. This has released two triage nurses for other services.



On the 11th July, in association with Tonic Health and South Holland District Council, Diabetes UK are holding an education event at the South Holland Centre from 1.00 to 4.00.

This is an opportunity for anyone with this condition or their carers to find out about self care, diet, exercise and footcare as well as support available in the South Holland area.

This is a free event and there is no need to book. More details of speakers will be posted on the Patient Group Facebook page by early July.

Non Emergency Patient Transport



With effect from 1st July this service for Lincolnshire will be provided by TASL instead of NSL.

TASL can be contacted on 0808 164 4586 to check eligibility and to book. More details can be found in the leaflets posted on the Patient Group Facebook page—search Facebook for MMCPatientGroup.

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 January to April 2017

793 appointments were missed

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.

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 PRG?

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.