

Surgery 01775 715 999

Test Results 01775 715 995

Dispensary 01775 715 996

## SPRING 2013 NEWSLETTER

Welcome to the Spring edition of the Munro Medical Centre Newsletter produced jointly by the Practice and the Patient Reference Group. With warmer weather hopefully around the corner we have seasonal hay fever advice on page 2.

### New Services

We are pleased to announce that 2 new services are being hosted at the surgery:

**Minor Orthopaedic Surgery** – Under the Lincolnshire NHS Primary Care Surgical Scheme the Practice is able to offer a range of procedures related to muscles, joints, ligaments and general “lumps and bumps” . This surgery is performed by Mr J Watson, Consultant Orthopaedic Surgeon.

**Non Obstetric Scanning** – uses ultrasound to diagnose conditions outside of pregnancy. These are undertaken by independent contractors approved by NHS Lincolnshire.

These services will be available on the ‘Choose and Book’ scheme when a referral is recommended by a GP.

### 2013 Patient Survey

The survey closed on 17th February and results are being collated. A presentation of the results and discussion to agree actions will be held with the Patient Group on 19th March. The full results and actions will be published in the Patient Reference Group section of the Practice website following that meeting.

### East Midlands Ambulance Service (EMAS)

The Practice is in discussion with EMAS regarding response times for emergency and non emergency calls. As these discussions are on-going further details cannot yet be given but watch the website and future newsletters for progress updates.

## Seasonal Advice—Hay Fever

Whilst we all welcome the onset of warmer weather, the 20% of the population who suffer from hay fever may not welcome it quite as much!

Hay fever is caused by an allergy to pollen. Common hay fever symptoms are a runny, itchy and/or blocked nose, sneezing and itchy eyes.

Symptoms are due to your immune system reacting to the pollen. Cells on the lining of the nose and eyes release histamine and other chemicals when they come into contact with pollen. This causes inflammation in the nose (rhinitis) and eyes (conjunctivitis). Sometimes the sinuses and throat can also be affected.

Common treatments are an antihistamine nasal spray or medicine, and/or a steroid nasal spray. Other treatments are sometimes used if these common treatments do not work so well.

It is impossible to avoid pollen totally. However, symptoms tend to be less severe if you reduce your exposure to pollen. The following may help when the pollen count is high:

- ◆ Stay indoors as much as possible and keep windows and doors shut.
- ◆ Avoid cutting grass, large grassy places and camping.
- ◆ Shower and wash your hair after being outdoors, especially after going to the countryside.
- ◆ Wear wrap around sunglasses when you are out.
- ◆ Keep car windows closed and consider buying a pollen filter for the air vents in your car.

For more information about hay fever and other common ailments please see the Self Help > Common Problems section of the Practice website.

## 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](http://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.

## **Hospital Referrals**

If you are referred to a hospital for a consultation and require a copy of the letter the consultant subsequently sends to your GP, please remind the consultant at your appointment.

## **Follow-up Appointments**

Please note it is the patient's responsibility to remember to make follow-up appointments.

## **Improving the Hospital Experience**

United Lincolnshire Hospitals have introduced an 'All About Me' booklet that can be filled in by the patient or carer before admission. The booklet is completed with personal information and any special requirements a patient may have whilst in hospital, but may not be able to communicate clearly. The booklet can be downloaded from—[www.ulh.nhs.uk/for\\_patients/easy\\_read/leaflets\\_more11.asp](http://www.ulh.nhs.uk/for_patients/easy_read/leaflets_more11.asp)



First Contact is a service designed to enable people aged 60 and over, who live in Lincolnshire, to access important information and services. First Contact is delivered through a partnership of a wide variety of agencies.

First Contact will be holding an open day at Surfleet Village Hall during May/June (the exact date is to be confirmed). There will be stands from many of the agencies involved with this service to enable you to get first hand advice and guidance.

Visit [www.firstcontact.org.uk](http://www.firstcontact.org.uk) to see what they can offer and for updates on when the open day will be held.

## **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 October to December 2012 -  
1060 appointments were missed,  
Costing 237 hours of medical staff time.

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

## **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 peaks 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](mailto: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.