

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

SUMMER 2013 NEWSLETTER

Welcome to the Summer edition of the Munro Medical Centre Newsletter produced jointly by the Practice and the Patient Reference Group. Don't forget, previous newsletters can be downloaded from the Practice website under the 'News' tab.

GP News

Dr Ulla will commence maternity leave in September. She will be away for approximately 6 months. The Practice is making arrangements for her patients.

Dr Wilkinson, GP Registrar, leaves us in August as she will have completed her training.

Measles

Measles is highly infectious and can cause serious illness. Typical symptoms include high temperature, runny nose, red sore eyes, white spots to inside of mouth or a rash as spots to the body. It is vitally important that all children are vaccinated with 2 MMR injections. This is usually done at 12-13 months old and repeated at 4 years 4 months onwards.

If your child has not had these MMR injections please contact the surgery for an appointment.

2013 Patient Survey Results

The survey results were presented to the Patient Group in March. The results and subsequent actions can be found on the Practice website under Patient Reference Group > Patient Survey 2013. Printed copies are also available from Reception. Updates on the action points will be given in future newsletters.

Entrance Doors

Following feedback in the Patient Survey about the main entrance doors, quotes have been obtained for installing an automatic opener on the first door.

Self Help

The Self Help section of the website gives advice on the following areas of healthcare:

Accident & Emergency — This links to the NHS 'Not Always A&E' site. Select a symptom from the list and you will be advised which is the best service to seek treatment from.

Blood Pressure — How often it should be checked, use of the BP machine at the Practice and recording of your BP results.

Common Problems — This links to the patient.co.uk site to provide information on a variety of common conditions.

Superbugs & Antibiotics — Gives a summary of information about the use of antibiotics and the increasing resistance some bugs are developing to them.

Useful Contacts — Phone numbers for a range of local and national healthcare groups.

NHS tools — A collection of handy gadgets that provide education and guidance across a range of health areas from alcohol to healthy eating to stopping smoking.

Travel Vaccinations

A reminder to all patients who require Travel Vaccinations. Ideally these need to be given 4 weeks prior to travel.

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.

Bites and Stings

Insect bites and stings are common and usually cause minor irritation. However, some stings can be painful and trigger a serious allergic reaction.

When an insect bites or stings it can cause skin around the site to become red, swollen and itchy. This is painful, but harmless in most cases. The affected area will usually remain painful and itchy for a few days.

Treatment: Wash the area, use a cold compress to reduce swelling, use a spray or cream with antihistamine or mild hydrocortisone 1%, take antihistamine tablets (following the instructions given with them).

These treatments and further advice, if needed, are available from most pharmacies.

Pinchbeck Branch Surgery

Did you know that the Practice also holds surgeries at the branch at Church Walk, Pinchbeck PE11 3RD? Due to the size of the premises only a limited number of appointments can be offered but it may provide a quicker appointment with a doctor or less travelling for those patients on the Pinchbeck side of Spalding.

Dispensing patients can order and collect their prescriptions from here between 9am -12 Monday to Friday.

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 March 2013 -

816 appointments were missed,

Costing **164** hours of medical staff time.

This is over 13 weeks of a full time GP.

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 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.