



Practice Newsletter , July -Sept 2008

Results of survey:

We handed out 100 questionnaires to consecutive surgery attenders, asking their views on 3 issues that emerged as key topics in the annual General Practice Assessment Questionnaire:

1. Preferred additional opening hours

Saturday mornings were clear favourite, with 9-11am preferred over 8-10am

Friday and Monday evenings were next favourite (6-8pm)

We will be running 2 sessions, and aim to start from August 2008. **They will be pre-bookable only**

2. Same day access/improving access over the phone

44% preferred to keep things as they are rather than the other 2 proposals of:

- Walk-in surgeries in the morning with all pre-bookable in the afternoon (36%)
- 30minutes of pre-bookable appointments from 8:30am, then walk-in, with an increased proportion of pre-bookable appointments in the afternoon (20%)

3. Running more to time

68% expressed a preference to keep things as they are rather than:

- Longer (12 minutes), but fewer appointments (24%)
- Strict enforcement of one problem per consultation (8%)

Implanon: Now available here!

Implanon is a long-acting reversible contraceptive, which has been licensed in the UK for around a decade. It consists of a thin piece of soft plastic, approximately the size of a small match, impregnated with a progestogen hormone called Etonorgestrel. It is inserted, under local anaesthetic, on the inside of the lady's upper arm, and lasts for 3 years. Pros and cons:

Pros:

- It is statistically the most effective form of contraception (better than sterilisation!)
- It is "fit and forget"- you don't need check-ups or to remember a pill everyday
- There are very few women who can't have it, for medical reasons, unlike the combined pill
- There are no concerns over weight gain or osteoporosis, which may affect some women on Depo Provera (injectable contraceptive)

Cons:

- The bleeding pattern is often irregular for the first 3 months and is unpredictable thereafter. Approximately 3 out of ten women will have no periods at all, 3 out of ten will have regular light periods, 2 out of ten will have continuous bleeding, and 2 out of ten, irregular spotting.
- Some women don't like the idea of being able to feel the implant under the skin
- It doesn't provide any protection against sexually transmitted infections (but this is also true of the other hormonal methods, and the coil) Remember condoms are the only barrier to these!

If you are interested in this form of contraception, book an appointment with one of our Drs or Nurses to see if you are suitable, and if so, you can then be booked in to have it fitted (with Dr Davison). Remember that Dr Jeffcoate also fits Intra-uterine Devices (“coils”), which are an excellent hormone-free method, for some women.

Cancelling appointments

We know that all our patients would like it if we had more appointments available. Therefore we'd like to thank all those who let us know in good time, when they will no longer be able to keep, or need their appointments. This allows someone else to use it, reducing pressure on the system. When doing this, where practical we would like you to phone in the afternoon after 3pm or after 10am in the morning, so as to avoid the frustration of not being able to get through at busy periods.

Telephoning for results

In order to reduce pressure on the phone lines, we ask that you phone for results on the following days/times: Tuesday, Wednesday or Friday after 3pm.

Please note that receptionists will only be able to tell you whether the result was “normal” “satisfactory” (where there are minor but insignificant abnormalities), or “abnormal”, unless the Dr has written some additional message to be conveyed to you on the result slip.

Extension plans

Matters are progressing towards a start date for the extension of the Medical Centre, which will include provision of a new treatment room, as well as several new consulting rooms. Not only will this give us more flexibility in when we run clinics (we can't share a room at the same time!), we also hope to provide additional services over time.

Prescription collection service

Did you know you can have your prescription slip collected by a local pharmacist, from our surgery?

This means you save a trip to the surgery to pick up the slip, and instead just go straight to the pharmacy to collect your medicine(s)

You need to ask your local pharmacist if they provide this service, then they can add you to their books. Once you have done so, please write a line on your next repeat prescription request, stating your nominated pharmacy. We will then document this on your record. Unless we hear to the contrary, we will then always send your prescriptions there directly.

Comments/Suggestions (put in suggestions box)

Name: (optional) _____