



Summer Newsletter 2011 Newbold Verdon Medical Practice & Market Bosworth Surgery

www.newboldandbosworthgps.co.uk

Opening Times and Appointments

The surgery at Newbold Verdon is open every day from 8am until 6.30pm with one late evening per week. This late evening varies depending which Doctor is on duty, please phone the surgery for more information. Routine appointments are available to book three months in advance. We also keep a number of same day appointments for immediately necessary problems and emergencies are fitted in on the day.



Market Bosworth Surgery is open from 8am every morning, closing at 6pm on Mondays and 5.30pm Tuesday to Friday. Patients that are registered at Market Bosworth can attend the late appointments at Newbold Verdon.

There is a Saturday morning surgery at Newbold Verdon from 8.30 to 11.30am, this is available to all patients. There are a few routine pre-bookable appointments and the rest are kept for patients that are unwell and need to be seen on the day.

There is also a Health Care Assistant available on a Saturday who can do Blood Pressures, ECG's and INR's.

Missed Appointments (DNA's)

Please cancel your unwanted appointments a "no show" for an appointment increases the chance that someone is denied an urgent appointment. On average 4% of appointments are missed without being cancelled which increases waiting times for appointments and wastes money. Each unused Doctor or Nurse

appointment costs the surgery approximately £20.

From March until June 2011 we have had a total of 686 DNA's. This was made up as follows:-

Doctors - 239 which equals 41 hours and cost the surgery £810

Nurses - 241 which equals 46 hours and cost the surgery £920

Systemonline

You can register with the surgery to book your appointments and also cancel any appointments you may have online. You can also order repeat prescriptions using this facility.

If you are interested please speak to a receptionist who will give you the necessary paperwork.

Medication Reviews

If you book an appointment for a medication review please remember this is just a 10 minute appointment which allows the Doctor to update your medication and ensure that you are not having any problems in relation to your medication. If you have multiple problems that you wish to discuss please book a double appointment.

Health Care Assistants— 118 which equals 21 hours and cost the surgery £420

Altogether this has cost the surgery **£2,150**, and 239 patients who would have liked to have seen a doctor would have had their appointment delayed unnecessarily.

DON'T FORGET:

We have a Minor Injury Service available all day every day to deal with problems such as cuts (suturing service available), bruises, sprains, head injuries and foreign bodies. Please ring and speak to a receptionist explaining that you have had a minor injury and need to see the nurse. This service may save you a trip to Accident and Emergency.

Travel Clinics

If you have booked a holiday abroad please book an appointment with a nurse for travel advice. Before attending your appointment please visit our website where you can download a risk assessment form which needs to be completed and brought to the surgery 48 hours before your appointment. There is also some useful information regarding vaccinations and recommended websites for you to visit prior to your appointment.

Pneumococcal Campaign

Pneumococcal disease can affect anyone, causing serious illnesses like Pneumonia, Septicaemia (blood poisoning) or Meningitis.

If you have any of the conditions listed below or are 65 and over you are eligible for a “free” vaccine to help protect you against it.

Ask about pneumococcal disease and vaccination if you have:-

Diabetes

Weak immune system

Problems with your spleen (or have no spleen)

Kidney disease

Chest problems (emphysema, chronic bronchitis)

Liver disease

Heart disease

Cerebrospinal fluid leaks

Cochlear implants

This is a one off vaccination which protects you for life.

We currently have some clinics available please phone reception to book now.



Chlamydia Screening

Chlamydia is the most common sexually transmitted infection in the UK. It often causes no symptoms and can be passed on to others without you realising. However, symptoms and complications may develop if left untreated. A short course of antibiotic clears the infection in most cases.

About 1 in 20 sexually active women in the UK are infected with Chlamydia and it is most common in women under 25.

Screening kits are available at both surgeries. There is no need for an appointment, please help yourself to a kit from the box in each reception area (blue box for males and pink box for females). Each pack contains instructions, along with details of how to obtain your confidential result.

Should you have any queries, ask to speak to one of the nurses who will be happy to help you.

If you are under 19 and have any questions about relationships and sex

there is a new text service available from 8am to 8pm 7 days a week—text your questions to 84465 which spells THINK. You will receive a response from a trained advisor within half an hour and messages will be charged at your service provider’s standard national rate.

A Message From the Patient Participation Group Coming Soon:

The PPG meets approximately every 6 weeks. We are a group of people from both surgeries working with the surgery staff. Our aim is to help and provide information from a patient perspective.

The PPG’s goal is to make sure residents are kept up to date with services available at both surgeries.

Easter and Christmas see raffles take place at both surgeries to enable us to raise money which can later be used on items that patients will benefit from within the community, i.e. wheelchairs, blood pressure machines etc.

Three or four times a year we hold an afternoon tea at the Newbold Verdon Surgery which encourages residents to

get together with others, these have proved to be very successful.

There is a notice board in Newbold surgery next to the dispensary. When visiting please look for future information.

Dianne Finney - Chair of PPG



Later this year we will be running a Patient Survey in conjunction with the Patient Participation Group. The survey will be available to complete in paper form in the surgery and online via our website.

We run these surveys to obtain patient opinions on the surgery and the services we offer and would ask as many people as possible to try and complete the survey.

