

DR. PMA SIMPSON AND PARTNERS NEWSLETTER – SUMMER 2016



APPOINTMENTS.

We have recently changed our appointments system to reduce the number of on the day appointments and to increase the number of routine appointments. This will hopefully meet the changing demands of our patients.

If there are no appointments available and you consider your condition to be urgent, please make the receptionist aware of this. The receptionist will then contact the duty doctor who can then make a clinically informed decision on whether you need to be seen or not.

PATIENTS WHO DO NOT ATTEND APPOINTMENTS (DNA)

Our practice policy is to write to patients who miss 3 appointments in a 1 month period to inform them that this is a considerable waste of public resources and ask them to try and notify the practice if they no longer need or cannot make an appointment. If the patient then misses another appointment we will send a final warning letter. Finally, if the patient then continues to miss appointments they will be deducted from the practice list without further notice.

In June 2016, 130 DNA appointments.

NOTABLE DATES

Please note that the practice will close at 1pm on the following dates for training purposes.

Wednesday July 13th 2016

Thursday September 22nd 2016

TEST RESULTS

The practice sends off approximately 500 test samples every week, and when the results come back they have to be checked by one of the GPs. This in itself is time consuming and consequently it is impossible to telephone every test result back to the patient concerned. With this in mind, could we please urge patients to telephone the surgery approximately one week after the test was taken in order to find out their results. The Receptionist will then advise you accordingly. The results line is open every day between 12pm and 3pm. We would appreciate your help with this matter, so that we can ensure all patient results are safely and efficiently monitored. For seriously abnormal results, the practice would always contact the patient.

TELEPHONE APPOINTMENTS

We have telephone appointments every weekday morning. It's very popular, especially for people who find coming to see us difficult or inconvenient. Telephone appointments are for those patients wishing to speak to a GP where there is no need for a face to face consultation. These are suitable for the following conditions.

- Cystitis (if you have had previously)
- Conjunctivitis (if you have had previously)
- Fit notes for ongoing conditions or if discharged from a hospital with evidence of condition.
- Morning after pill
- Postponement of menstruation for holiday.

This GP is also on-call, so they'll be covering any emergencies in the surgery, doing home visits that can't wait until lunchtime, reviewing patients our nurses are concerned about, speaking to hospital and paramedic colleagues, dealing with prescription problems, and so on.

10 ways that you can help us keep telephone surgery sustainable:

1. Please think if there's another service that can deal with your question or problem before booking into telephone surgery. Friends and family, the internet, NHS 111, a pharmacist, minor injury units etc. – see the list at the end of this article for ideas.
2. Please be patient when ringing between 8am and 9:30am – this is our busiest time. The surgery phone has a queuing option – please use it, or ring back a little later. Do give the receptionist the information you think they need to help you, but please be considerate to other people trying to get through.
3. If you need to be seen, ask our receptionist for an appointment. About 1/3 of our appointments are available the same day. We have a range of clinicians who can help – ask the receptionist if you're not sure who to see.
4. Telephone surgery is great for problems that are straightforward and don't require an examination. It's not the best thing if your problem is complex or very distressing – these are better dealt with face-to-face.

5. Continuity: if you've been seeing a doctor about your problem already (e.g. you're ringing for review or test results), please book into their phone surgery if possible. Each doctor has a regular telephone surgery day – reception will let you know when that is. It's much easier and quicker if you speak to the doctor who already knows about your problem! Ring to book between 8 and 8:30am on-the-day. Calls after 10:30am should only be booked into that day's phone surgery if it really can't wait until the next working day.
6. Please only request a call-back on a day you can take a call and you're happy for whoever might pick up the phone (a family member or work colleague) to know that a doctor is returning your call. We usually try at least twice to get through. It's usually ok to request a call-back after a specific time, but requests for early calls or calls between specific times are best avoided if possible.
7. Please let the receptionist know if you think you may need a home visit, even if you're not sure. A GP will call you back to find out the details and arrange an appropriate review. We need to identify everyone before the doctors go out on visits, so by 11am.
8. Let a receptionist know if your call is urgent – a doctor will do their best to ring you back as soon as possible.
9. Be patient (again)! It's not unusual for the doctor to still be calling people back at 2-3pm. Although we have a call-answering service between 12-2pm, the practice and its staff work throughout lunchtime. There's always someone at reception, the telephone surgery doctor is still making calls or seeing patients, and the other GPs are out on visits or doing paperwork. If you think your call has been missed, please ring soon after 2pm and ask our receptionist.

Other services that can help: Community and Practice Pharmacists for advice about medicines including when/how to take medicines, side effects, concerns e.g. if ok to use herbal treatments with your prescribed medicines. There are lots of places you can get advice or help with managing less serious illnesses and injuries – friends and family, websites, pharmacies, ring '111' (nonemergency advice in and out of hours), the walk-in-centre at Trafford General, minor injuries unit, eye casualty, community midwife, health visitor, and so on!

Dentists – GPs shouldn't be dealing with dental problems or prescribing antibiotics for toothache. Please see your dentist if you have toothache, gum problems, or other oral health issues. Our GP's will not prescribe antibiotics for dental problems.

Health-care assistants and practice nurses are expert at monitoring and advising on long-term conditions like asthma, diabetes and heart disease. They are also great at helping you make positive lifestyle change e.g. healthy diets and weight management.

999 – please don't hesitate to call 999 if you think you're or someone you're with is needs emergency medical attention. This includes heart attack, stroke, severe asthma attack, meningitis, collapse, broken hip or other serious trauma that means you can't safely make your own way to A&E. Also ring 999 if someone's fallen and can't get up – the paramedics have the training and equipment to help.

HELLOS AND GOODBYES

We say goodbye to Dr. Emily Robb our Foundation Year 2 doctor who left in April and we welcome Dr. Sehr Zafar to the practice.

We are expanding our reception team and would also like to welcome Sue Dickinson to the reception team.

We would also like to welcome Sister Chloe McNeil to the practice. Chloe will be joining the practice in July as a practice nurse and our receptionist Marie Tootill is now training as a Health Care Assistant and will be able to see patients in the near future.

CONTACT DETAILS

Dr PMA Simpson and Partners, Bodmin Road Health Centre, Bodmin Road, Sale, Cheshire, M33 5JH.

TELEPHONE: 0161 962 4625

Website: www.bodminroadhealthcentre@nhs.net

Email:

For prescriptions prescriptions.bodminroadhealthcentre@nhs.net

General Enquiries only: bodminroad.healthcentre@nhs.net

RECEPTION OPENING HOURS

Monday 8.00am - 6.30pm

Tuesday 8.00am – 8.30pm. From 6.30pm our doors are locked and the phones are transferred to the out of hours provider. This is for pre-booked appointments only.

Wednesday 8.00am – 6.30pm

Thursday 8.00am – 6.30pm

Friday 8.00am – 6.30pm

WEEKEND APPOINTMENTS

We can offer a limited number of Saturday morning appointments. Please note that the surgeries are held at.

Boundary House Medical Centre, 462 Northenden Road, Sale, Cheshire, M33 2RH

Please contact the reception team at Dr Simpson & Partners to book an appointment at Boundary House. Please do not contact Boundary House directly.