

Daybrook Medical Practice
NEWSLETTER

www.daybrookmedicalpractice.co.uk

Welcome to the latest edition of our newsletter.

Changes at Daybrook

There have been numerous changes since our last newsletter:

- **Dr Jenny Lee** left the practice in March.
- **Dr Helen Erhayiem** is the proud mother of another daughter who arrived on 20 April. Dr Erhayiem will be on maternity leave until April next year. Her temporary replacement is Dr Thai Afzal.
- **Dr Gina Bajek** has decided to take early retirement and leaves us towards the end of May.
- **Dr Lucy Daly** is due to have her baby in July and will be leaving us towards the end of June. Her temporary replacement will be Dr Kirsty Moseley.

As yet, we have been unable to find replacements for Drs Lee and Bajek. This is not an uncommon problem in General Practice as there is a massive shortage of doctors interested in doing this kind of work. However, we continue to try to and tempt doctors to work at Daybrook. In the meantime, we are using locums GPs.

As a result of not having so many regular doctors, Drs Gallagher and Boruch are tasked with dealing with more correspondence and viewing test results. To accommodate this, we regret that they will not be able to offer as many appointments.

- **Claire** (secretary) has left to work at Park House.
- **Danielle** (HCA) is returning to work after maternity leave in July and Ruth (secretary) will return in May.
- **Katrina** has joined us a part-time secretary and I'm sure you have met all our new receptionists.

Finally, we are also about to welcome a new Practice Manager – **Allison Ellis** – who joins us in June as I have decided to retire. Allison is coming from a practice near Retford and has a wealth of Practice Manager experience.

Shingles Vaccines

There are more changes to the eligibility rules for shingles vaccine this year. However, things are a little more straightforward now.

You are eligible from 70th birthday and until you reach your 80th birthday with a few restrictions for 77/78 year olds.

Please contact us for an appointment if you would like to have this vaccine and we will happily check your eligibility.

Minor illness Clinic

Anne Morgan – our nurse practitioner – continues to run minor illness clinics.

As a reminder, Anne is able to deal with coughs, chest infections, earaches, rashes, urinary tract infections etc. and can prescribe.

Over the coming months, we will be offering more Nurse Practitioner Minor illness clinics.

Accessible Information

We are anxious that all our patients are able to easily access any practice information they require. If you have a disability of any kind that prevents you from accessing information via the usual channels, please let us know as soon as possible.

We can adapt the formats of various practice and patient documents to enable you to obtain the information you need. We are aware also that many patients who have sensory disabilities have equipment adapted to meet their needs. We can update your records so that staff are aware.

Please contact us as soon as you can.

Patient Group

Our valued patient group has a few new members, but could still do with a few new members due to recent retirements. If you are interested, please speak to one of the reception team. Your contact would be very welcome.

Dental Problems

It may come as a surprise to many patients, but GPs are **not** trained to deal with dental problems.

Most NHS dentists are now taking new patients, so if you are not registered; it might be an idea to make an appointment for a check-up before it becomes a painful emergency. NHS Choices has the contact details for all local NHS dentists. Go to www.nhs.uk and click on Dentists in the Local Services section.

Medication Reviews

If when you collect your repeat prescription, you notice that your review is due, please ask the reception team about booking an appointment.

It may be that you need blood tests or other checks before the doctor is able to re-authorise your medication.

Please don't leave this until your supplies are about to run out as this will cause a delay.

If you do not attend for review, the doctor may have to reduce the quantities of your medication until you are seen.

They will only take this action as a last resort and it is then only taken in the interests of patient safety.

Please ask at reception if you have any queries.

Requests for extra supplies of over the counter medication to take into school/nursery/childminder

There has recently been some updated guidance for GPs from the BMA regarding the above.

Non-prescription /over the counter (OTC) medication does not need a GP

signature/authorisation in order for the school/nursery/childminder to give it.

It is appropriate for OTC medicines to be given by parents, as they consider necessary, in the home or nursery environment. It is a misuse of GP time to take up an appointment just to acquire a prescription for a medicine wholly to satisfy the needs of a nursery/school.

Over the Counter Medication

You have probably heard in the media that there is a move towards patients being expected to buy over the counter remedies rather than asking for a prescription.

Guidelines have now been issued to GPs and you may find that doctors are not able to prescribe certain items.

Electronic Prescribing

This has now been running for over 2 years now and is much appreciated by the patients who have signed up for it. They find it efficient and convenient.

Please ask at reception or speak to your pharmacist to find out of the benefits of this system. It really can save you time.

Online access to your medical records

We have now set up a facility to enable you to look at your Summary Care Record and some of the coded information from your record online.

You will need to be registered to use Systmonline and will also need to let us know that you wish to access this facility as we will need you to complete some paperwork.

Please be aware that young people reaching the age of 13 will now have to re-register and obtain their own password. Their current password will automatically expire when they reach 13 years.

If a parent wishes to retain access to their child's records after this age, they will need to discuss this with one of the GPs along with their child.

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You will need to provide photo ID and verification of your address to access this facility.

Out of hours care

If you need help or advice when we are closed, please ring the usual surgery number. Your call will be diverted to 111, or just dial 111 as the call is free. Your call will then be forwarded to the most appropriate service or they will offer advice.

You can also visit the Nottingham Urgent Care Centre on London Road that is open from 7am to 9pm 7 days a week and on bank holidays. This is a nurse-led service that can offer advice, information and some treatments.

A pharmacist can also provide on-the-spot advice for minor ailments. Many are now open until midnight every day.

Log in screen

Many of you may not have noticed that we have a touch screen on the front of reception that enables you to check in without having to speak to the reception team.

It is very simple to use and any member of staff will be happy to show you if you need help.

Although the screen may be black, you just need to touch it to bring it to life. It can save you queuing at busy times.

Not attending appointments.

Thanks to all those patients who contact us when they are unable to attend their appointments. However, there many more who do not contact us. During April, 171 appointments were lost due to patients not attending and not letting us know.

If you are registered for Systmonline, you can cancel your appointment there as well as book it.

Otherwise, please do try to let us know if you are unable to make your appointment. Another patient will be glad that you did.

Contact Details

If we do not have an up-to-date telephone number for you, we find it very difficult to contact you.

It is absolutely imperative that you let us know if you change your contact numbers or your address.

Without up-to-date information, we will be unable to contact you. Emergencies do arise and one day it may be you

NHS Heart Checks

Anyone aged between 40 and 74 who is not suffering from a long-term condition such as diabetes, kidney disease, or heart disease is entitled to a NHS Heart Check.

Your weight and blood pressure will be checked and blood tests taken to assess your current state of health.

If you would like to have a check, please make an appointment with one of the healthcare assistants. Do not wait for an invitation.

Your comments and suggestions

...are always welcome. Please leave a note in the Suggestions Box in the waiting room or speak to one of the team.