

Crown Medical Centre

Welcome to our Autumn newsletter – we hope that you enjoyed what Summer we had this year and that you remain as healthy as possible through the months ahead.

Staff news

We are absolutely delighted that Dr Kate Foot has joined us as the newest member of the clinical team. She has settled in really quickly and has taken everything we have thrown at her in her stride. Many patients will have started getting to know her well by now and she is already very popular.

Dr Joe Rowton, who is a trainee GP (although a fully qualified doctor) joined us at the beginning of August for 6 months. He is holding regular surgeries and getting to know many of the patients. We are much appreciating his input.

We have been really sad to lose Amy Gould, who has been a fantastic addition to our secretarial team during the past few years. Similarly we were very sorry to say Good bye to Lily Prosser-Powell, who was with us on a business apprentice scheme. Both Amy and Lily have gone to pastures new, and we wish them well for the future.

Rachel Todd has worked in the practice in the past and has now re-joined us on the admin team. Many of you will recognise her on the desk, and we are pleased to offer her a very warm welcome back.

Appointments

We are hoping that since we have “firmed up” patients’ registration with a named GP the issue of appointments and appropriate follow up may have become a bit more streamlined. In addition, if “your” GP has no available appointment for you, then you can ask for a telephone consultation instead. He or she will then decide, by speaking to you, whether they can help you over the ‘phone or they may be able to fit you into a slot to be seen. If you are waiting for a doctor to ring you do please keep your ‘phone to hand (you would not believe how many “missed calls” are made by doctors each week trying to make contact with patients.) Remember that a call from the surgery will come up as a “withheld” number, so please do not let that put you off answering your ‘phone.

If your problem is URGENT then the appointments system above does not apply, and you will probably be seen or spoken to by the “duty doctor” on the day. They will only be able to deal with the urgent matter, and not with other ongoing issues. The part about staying close to your telephone does apply, even more so under these circumstances.

Please make sure we have up to date contact details for you!

If we need to contact you about an appointments or results we need to have your up to date contact details. A landline and mobile number are useful.





Home Visits

Every day a certain number of home visit requests are made, some from local residential and nursing homes and some from people housebound in their own homes. All of these requests are considered carefully by the doctors and some may be possible to resolve on the telephone. What we do ask please is that all standard home visit requests reach the surgery well before midday (by 11am is really helpful) so that they can be allocated to the doctors present that day. The doctors run morning and afternoon surgeries so the time available to make home visits is quite limited.

Any visit requested after midday will have to wait for the following day unless it is an emergency.

National Self Care week— November 16-22 2015

This is a newly named week, which we are all going to be taking note of. I must admit to some cynicism, as we would like to think our patients care for themselves 52 weeks of the year and not just the one! However, along with Stop Smoking Week and others, the idea is to focus the mind and then hope people will carry on with the ideas afterwards.

You will see in the Waiting Room some leaflets recommending the types of simple medications you can keep at home to deal with minor illness and injury. We are all keen to use NHS resources wisely and often there are inexpensive items people can buy themselves, rather than always having a prescription. The other important point is to only order what you need when you do have a prescription, and not to allow medications to build up in large numbers at home.

Paperwork / Admin

In line with the named GP arrangements, all correspondence relating to individuals should normally be seen by their registered doctor. Similarly, any forms, letters or other paperwork you request to be completed by a doctor will normally wait for that GP. Exceptions may be when one of the doctors is away from the practice on holiday/study leave etc. However, reports for insurance companies and so on can never really be regarded as “urgent” and may not be completed as quickly as people sometimes expect. Please make sure you speak to one of the secretarial team before hand to confirm the cost and payment method for any forms or letters.

General Practice in the news

Never a day goes by when the NHS, hospital doctors, General Practice, 7 days a week opening hours and other related topics are not in the news. As you might imagine this is sometimes quite demoralising for all of us (doctors and practice staff) who just feel they are doing their best on a daily basis! There is a lot of pressure within the system, but we take great pride in what we do, we take our responsibilities very seriously and are absolutely committed to good patient care. Occasionally demands upon us feel excessive and sometimes we need your understanding. When we receive positive messages back from patients and their families it is always much appreciated



Christmas Opening Times and Repeat Prescriptions

We are closed on the bank holidays over Christmas and New year.

Thursday 24th December—close at 6.30pm—Re-open Tuesday 29th—8.30am

Thursday 31st December—close at 6.30 pm—Re-open Monday 4th January 8.30am—
and then we are back to normal

To ensure you get your repeat prescription before we close for Christmas please order in plenty of time! No later than Monday 21st December, to collect Christmas eve, if you miss this, the next collection will be 29th December 2015

Order 21 December —collect 24 December

Order 22 December – collect 29 December

Order 23 December – collect 30 December

Order 24 December – collect 31 December

Oder 29 December – collect 4 January

Order 30 December – collect 5 January

Order 31 December – collect 6 January



Race for Life—Thank you!

A couple of months ago now, a hearty team from the practice once again took part in this fund raising event for cancer charities. They did really well and raised lots of money, including a wonderful £78.98 from the very kind patients and staff here at Crown Medical Centre. A huge thank you to everyone that supported our team.



Flu Immunisations—that time of year again!

I expect many of you will have already made arrangements for your annual flu vaccination, and some will be nursing sore arms having recently had it done!

The short term discomfort is really worth it, to be protected from influenza this winter. People in specific categories (see below) are offered this annual injection on the NHS and the uptake in these groups helps to protect the community generally, by reducing the cases and hence the opportunity for spread.

It is also possible to have the jab privately (eg at local pharmacies) if you do not fall within the groups below.

- AGE OVER 65
- ALL PREGNANT LADIES (flu vaccine is safe at any stage of pregnancy)
- DIABETES
- NEUROLOGICAL DISEASE eg Parkinson's, Motor Neurone Disease
- HEART DISEASE eg Heart Failure
- KIDNEY DISEASE STAGE 3, 4 OR 5
- LIVER DISEASE
- RESPIRATORY DISEASE eg severe Asthma, COPD
- A WEAKENED IMMUNE SYSTEM (cancer treatment etc)
- LIVING IN A LONG STAY RESIDENTIAL/NURSING HOME
- IF YOU RECEIVE A CARER'S ALLOWANCE

We are offering shingles vaccinations to eligible patients in their seventies also!

CHILDREN IN CERTAIN CATEGORIES, SEE BELOW

Children are now also receiving influenza immunisation if they fall within certain age groups (as well as those with specific medical conditions) but they are lucky enough to have a nasal vaccine and no needle! The current NHS programme offers this to children aged 2 to 4 and in school years 1 and 2.

Flu can be a very nasty illness in young and old alike, and can make existing medical conditions worse. Protecting individuals helps to protect the community generally (herd immunity).

So, if you have not yet booked into one of the surgery's Flu Clinics, and you fall into one of the groups above, now is the time to do so!

Useful telephone numbers

Reception	01823 282151
Prescription desk	01823 250150
Pharmacy	01823 337888
District Nurses	0300 323 0026
Podiatry service	0303 033 3003
Chiropractor	01823 333 973
Health Visitor	0300 323 0115
Physio Department (Musgrove)	01823 344 028
Musgrove Park Hospital	01823 333444

