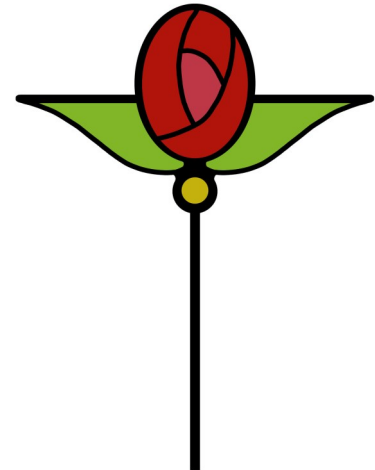


Roseworth Surgery Newsletter

20.09.2017

Every day we have a senior doctor on call (doctor of the day). The doctor will see patients who request an urgent / same day appointment. This includes acutely unwell children under the age of 5.

We always encourage our patients to use the doctor of the day instead of going to the walk in centre/A&E as this costs the NHS more money.



Changes

We now require 48 hours for the collection of paper prescriptions, EPS can be done within 24 hours.

NHS Health checks are back ask at reception if you are eligible.

If you have or are a carer please ask Carrie our Carers lead in reception for information.

Travel Vaccinations - NHS guidance has changed re prices please ask at reception.

Reception staff will ask you why you want to see a GP this is so they can signpost you elsewhere if a GP appointment is not necessary.

Please note we have a new service where we can put patients on a waiting list to see a particular GP ask at reception for details.

Dr. Stephen Turley Dr. Christopher Burdon

Dr. Halina Tomaszczyk Dr. Andrea Younghusband

Dr. Christopher Collins

Tel: 0191 213 2392

Fax: 0191 284 4010

www.RoseworthSurgery.co.uk

How to get the most out of the NHS:

P H A R M A C Y
F I R S T

WHICH ILLNESSES ARE INCLUDED?

- ◆ Aches and pains
- ◆ Athletes foot
- ◆ Back pain
- ◆ Bites and stings
- ◆ Chicken pox
- ◆ Colds
- ◆ Cold sores
- ◆ Conjunctivitis
- ◆ Constipation
- ◆ Cystitis in women
- ◆ Diarrhoea
- ◆ Ear ache
- ◆ Eczema or dermatitis
- ◆ Hemorrhoids
- ◆ Hay fever
- ◆ Mouth ulcers
- ◆ Nappy rash
- ◆ Teething
- ◆ Threadworm
- ◆ Thrush

As well as free medical advice, your local community pharmacy can now also provide **free medication** for some illnesses and minor ailments under a scheme called **Think Pharmacy First**.

Freeing up appointments about warts, athletes foot, colds and more would allow your GP to spend more time tackling challenging problems.

If you're suffering from one of the illnesses to the left, you may not need to see your GP for treatment!

Instead of waiting for an appointment, visit your local community pharmacy instead.



GP Friends & Family test.

As a practice, your feedback is very important to us. Therefore when you visit our surgery, we have feedback forms asking whether or not you would recommend us to choose one of the six answers ranging from 'extremely likely' to 'extremely unlikely'. You also have the option to write a comment to us.

Your response is anonymous and we have a box in the reception to post the forms in on your way out of the surgery. (You can also do this online) This is a great way for us to collect your feedback for us to try and improve services.

Response to patients feedback

Please note Dr Burdon only works 6 sessions in the practice now

The radio in reception is on as the consulting rooms are not sound proofed

April—**Total responses; 16**

10 said extremely likely

5 said likely

1 said neither likely or unlikely

May—**Total responses; 8**

6 said extremely likely

2 said likely

June —**Total responses; 232**

18 said extremely likely

12 said likely

2 don't know

2 neither likely or unlikely

NEWCASTLE PRIMARY CARE NAVIGATION SERVICE

This is a new service to use and, the GP can refer you to our Navigator Lynn who can help you access a range of services with regards to

- **Finance & benefits advice**
- **Exercise & mobility**
- **Wellbeing & lifestyle**
- **Loneliness & isolation**
- **Housing & welfare advice**

Ask a member of staff for more information.

FEEDBACK FROM APRIL/MAY/JUNE 2017

Important dates

CCG Patient Forum

We are now joining the acorn group PPG meetings. The Acorn group is made up of patients registered at other GP practices in Newcastle. Please ask at reception for meeting details.

PPG Quarterly Meeting

All meetings are to be held at Roseworth Surgery from 1.30-2.30pm .All new members are welcome

Next meeting:
- 21.11.2017

Changes to our team!

we also have a new receptionist/administrator in the team, Gemma and a new apprentice Lucy.

Our online system www.RoseworthSurgery.co.uk

We offer a wide range of services for you from the comfort of your own home using SystemOnline. It allows you to order you repeat prescriptions, make and cancel appointments, ask questions, view your summary care record as well as updating your contact details.

This is a huge benefit to most of our patients as it saves time and money trying to get through to us via telephone when you can access everything you need online.

In order to do this, you will need to come into the surgery and a member of reception staff will ask to see a form of ID and print all the details you need to set this up for you.

You can now also access your detailed coded record and blood results online. Visit our website for more information or collect an information leaflet at reception!

SMS messaging

We now use a text messaging service to contact you through your mobile. This can be used to notify you of upcoming appointments, cancelled clinics, recent test results & changes to your booked appointments.

The main benefit of this is to remind you of your appointments so we can reduce our DNA times (see below).

Please make sure we have your mobile number and your consent.

Did not attend (DNA)

In the last 3 months we have had a total of DNA appointments which are shown below:

April: 79(1435 minutes wasted)

May 142 (2580 minutes wasted)

June: 108 (2160 minutes wasted)

Please make sure you cancel your appointment if you know you aren't going to attend. You will get a letter every time you DNA. If you get 3 letters in 6 months, the practise manager will contact you.

Referral information update - E-referral Service - If your GP decides to refer you onto secondary care for further investigation and/or a surgical procedure, this in most cases will be done using the e-referral service, formerly called Choose & Book. The service gives the patient more control over when and where they are seen, is a more secure way to refer (less chance of referrals going astray) and helps secondary care manage their appointments more efficiently. Due to the demand on some departments, they are triaging their referrals prior to allocating appointments; patients will be notified in advance if this is the case.

Individual Funding Requests (IFR) – This is NHS funding for drugs, operations or other care that is not routinely funded by the NHS. Normally this is because they are:

are clinically not effective or effectiveness has yet to be determined
are not cost effective in comparison to all the competing demands on NHS funding
have a low clinical priority and offer little health gain
Or are largely cosmetic in nature.

For more information please contact you NHS England Website

Important dates & info

Your NHS & What it costs:

To attend a walk in centre	£15 in ADDITION to the cost the NHS has already paid your GP for you to be registered with the Practice.
A call to NHS Direct (111 Service)	£16
Taking yourself to A&E	£111
Calling an ambulance	£240

Search & Recall

All patients with any sort of long term condition will be called in annually for a review within their birthday month. The appointment will be with the nurse . You will be recalled by either SMS text or letter. It is important that you attend for these reviews as it is monitoring your condition and making sure you are on the right medication and that it is working correctly for you

House calls

If you are going to ring us to request a same day home visit, please call the surgery as early in the morning as possible so that we can make sure you definitely get one that day. Lines open at 8:30am

- ◆ We are no longer teaching stage 3 & 5 students
- ◆ Dr Turley, Dr Burdon and Dr Tomaszczyk are now dropping down to 6 sessions a week at the

Non NHS work

Please note that there will be charges for all non NHSwork by the doctors ie. Claim forms, medical, holiday cancellation forms etc. We are getting a high amount of patients requesting these to be done by doctors, there is one doctor scheduled out to do these every 2-3 weeks. These are NOT an urgent requirement for doctors to do straight away.

Electronic Prescribing System (EPS)

This services allows us to send your prescriptions to a pharmacy of your choice.

It saves you, the patient and us a practice a lot of time. This is because we can electronically send a prescription to your pharmacy instead of printing and signing paper copies and also saves you the time of collecting it from us! Instead you can head straight over to the pharmacy the next day of ordering your prescription.

If you aren't already signed up to the service, please ask at reception as we need your consent to set this up for you

Change of contact details

Please can you update us with any details that you recently change. For example, name, address or telephone number

YOUNG PEOPLE FRIENDLY

Contraception

- Contraceptive Pill
- Depo Provera Injection
- Implanon (Implant)
- Copper Coil (IUD—No hormones)
- Mirena Coil (IUS—With hormones)
- Free morning after pill

STI screening

We offer free Chlamydia and gonorrhoea test screening kits to 16-24 year olds. If you would like further screening, please head to the Newcroft centre at:

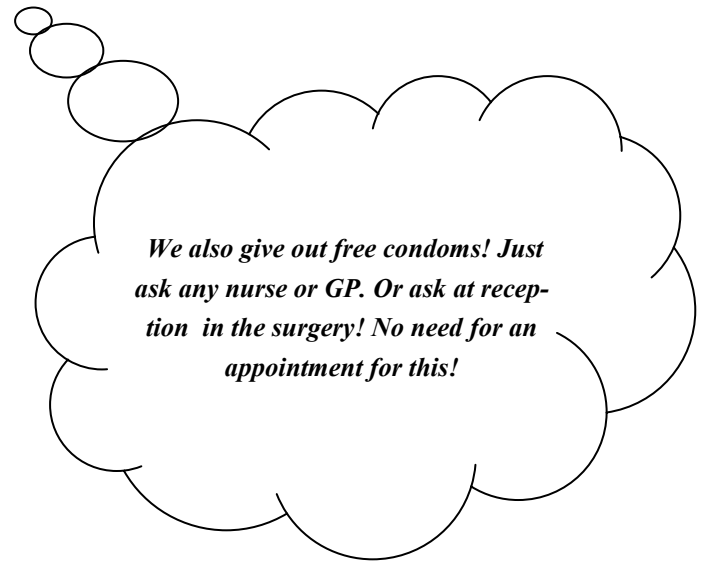
New Croft House,
Market St,
Newcastle upon Tyne NE1 6ND

Our opening hours :

Monday: 8.30am till 6pm
Tuesday: 8.30am till 6pm
Wednesday: 8.30am till 6pm (extended hours till 8pm)
Thursday: 8.30am till 6pm
Friday: 8.30am till 6pm
Saturday: Closed
Sunday: Closed

Every Wednesday night we have a late surgery on until 7.45pm with a doctor to accommodate student / working hours.

Every other Wednesday we also have a nurse in for the late surgery.



Gillick Competence

We offer free and confidential information, advice, support and counselling to young people from the age of 12.

Support and advice

If you feel you need some confidential help and advice on any of the following matters, here's where to go!

-Smoking: Pharmacies now offer a free smoking cessation service to help people quit smoking. Please call Life line on 0191 2691103 for more information

-Alcohol & Drugs: Street wise offer drop-in information and help and support on alcohol and drugs for young people aged 13-25

Street wise also offer free counselling and support!

You can find them at: Unit 3

Blackfriars Court
Dispensary Lane
Newcastle upon Tyne
NE1 4XB

Contact Tel: 0191 230 5400

Travelling? We offer free travel advice with our practice nurses Laura and Christine.

You can make a 20 minute appointment with one of our practice nurses for travel advice and vaccinations. They will be able to tell you what you've had and what you will need depending on where you are going, when, and what kind of holiday you're having.

You should be making this appointment at least 6 weeks before you are due to go away. This is because some vaccinations require more than 1 course. It could be up to a course of 3 separate injections over a period of time to get you fully vaccinated followed by a blood test to make sure you are protected.

Some vaccines will be free on the NHS, however some you will have to pay as they will be private.

A full list of fees can be obtained from reception.



Make an appointment with your GP -

If you are feeling unwell between the hours of 8.30am and 6.00pm.



Ask your local pharmacist for advice – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats. (Please see attached leaflet), instead of contacting the GP.



Visit a walk-in centre, minor injuries unit or urgent care centre if you have a minor illness or injury (cuts, sprains or rashes) and **it can't wait until your GP surgery is open.**

(Walk in Centres open from 8am to 8pm every day of the year).

Westgate Walk in Centre	0191 2823000
Molineux Street Walk in Centre	0191 2138566
Ponteland Road Health Centre	0191 2719030
Battle Hill Health Centre	0191 2958520

Please note the following cannot be assessed at a Walk in Centre:

Children under the age of 2 years

Chest pain and/or shortness of breath

Head injuries with neurological symptoms

Back, neck, shoulder, hip or rib injuries

Any eye trauma or injury please attend RVI Eye emergency Department

Should any of the above apply to you, please see your GP or go to the -

**EMERGENCY DEPARTMENT AT THE RVI,
QUEEN VICTORIA ROAD, NEWCASTLE UPON TYNE 0191 2336161**



Call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation.
You can also call NHS 111 if you're not sure which NHS service you need.



Call 999 if someone is seriously ill or injured and their life is at risk.

An A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies, such as:

- Loss of consciousness
- Acute confused state and fits that are not stopping
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds

You and your long term condition

- ◇ Do you want to have more say about what decisions are made about your long term condition and the way you manage it?
- ◇ Do you want to work in closer partnership with the people delivering your care?
- ◇ Do you want to have an agreed plan to help you manage your long term condition?

If you answered “yes” to any of these questions, then a new way of delivering care is likely to help. “**Care and Support Planning**” aims to help people with long term conditions be more informed and more involved in making decisions about their own care.

So you might find your clinic appointments are arranged a little differently to help you be more involved and this is all part of care and support planning.

If you would like more information on Care and Support Planning, just speak to someone from your practice team

You can also get more information from the Year of Care website: www.yearofcare.co.uk