

St Paul's Medical Centre

June 2006

Newsletter



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Staff News

Dr Martin White

Dr White will be leaving us at the end of July after completing his registrar training.



Dr Kevin McStay

Kevin will be joining us at the beginning of August working Tuesday-Friday to complete his registrar training and will be with us for six months.

Dr Beccy Greaves & Dr Sean Hudson

Whilst Sally is off on her maternity leave we will have two locum doctors working with us; Dr Beccy Greaves will be with us from April - end of Aug.

Sean Hudson some of you will know as he has worked with us before; he will be with us from August until Sally returns in 2007.

Dr John Bone

Some of you may know that each Tuesday morning John runs an Ear, Nose & Throat clinic at Arnside House. This service is booked through the 'choose & book' system and is for patients throughout Cumbria. From the middle of July the service is to increase with John doing a full day each Tuesday. He will not be available for advice or consultations on Tuesdays which will reduce his surgery time to three and a half days a week. This is obviously going to have an impact on his waiting times so please bear this in mind if booking appointments or trying to contact him.

Health Visitors

From June there will be a change to the health visiting service which will then affect services provided at St Pauls. This is due to big changes in their employment (the health visitors are employed by the local trust and then are allocated to a doctors surgery). It is possible their time at St Pauls will be reduced and they will be based at central clinic or another city centre office but this has yet to be decided.

Smoking Cessation

Because of the changes in the health visitors employment they are no longer able to do smoking cessation. All patients are now referred to central clinic please ask at reception or see your doctor if you need referred to this service.



Head Lice Treatments

Head lice treatments are strong chemicals and frequent use is not recommended. Routine prescribing of these treatments is not encouraged by this practice. If you discover live lice and want treatment you may be asked to see or speak to a doctor or a nurse. The practice can provide information about head lice management and non chemical bug busting kits are available on prescription.

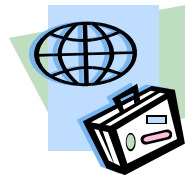
Choose & Book

Many of you will be aware that patients being referred for hospital treatment or advice are done so through the choose and

book system. This is a nationwide system set up in order to offer patients a choice of hospitals and clinics. At present referrals are processed via our secretaries and patients receive information through the post. However in this ever developing world of technology practices will be able to process the referral and eventually book hospital appointments through their computer systems. Each practice will have their own approach to their system. At St Pauls we are hoping that patients will call at reception and a receptionist will take them through the booking system. We are still in the planning stages as we have to have somewhere for this meeting to take place and all staff have to be trained. The new system will be slowly introduced over the summer months. We will be keeping you informed as we go through the process.

Travel Advice

For up to date travel advice and information visit www.dh.gov.uk and go to the Health Advice for Travellers under the Policy and Guidance section.



One item that might be of interest; the E111 form has now been replaced by an EHIC A European Health Insurance Card (EHIC) entitles you to reduced-cost, sometimes free, medical treatment that becomes necessary while you're in a European Economic Area (EEA) country or Switzerland.

You can apply online at the above web site, apply by phone on 0845 606 2030. You can also apply by post; forms and pre-paid envelopes are available at post offices. You will need your full name, date of birth and National Insurance number in order to apply.

Care in the Sun

Remember the 'SunSmart' Code (as recommended by Cancer Research UK)

Spend time in the shade between 11 and 3

Make sure you never burn

Aim to cover up with a t-shirt, hat & sunglasses

Remember to take extra care with children & babies

Then use factor 15 (or higher) sunscreen

Also report mole changes or unusual skin growths to your doctor

Repeat Prescribing Process



The repeat prescribing process is an ever growing part of general practice. Each day the reception team will be responsible for processing a large amount of repeat prescriptions. A 'Repeat prescription' is medication that your Doctor has prescribed for you and is to be taken on a regular basis. In most cases a repeat will be issued on a 56 day cycle. If you have more than one item on repeat you may find that some items run out before others. It is possible for us to match up your medication so everything runs out at the same time, please speak to a member of staff if you would like to discuss this further.

If you notice that the name of any of your medication has changed. The new name will be known as the generic version and will contain the same active ingredients which means it will work in exactly the same way. The cost of the generic version is lower, which means that money saved can be used to develop or create other services to the benefit of our patients.

If you are taking long term medication you will be invited to attend the surgery on an annual basis to have a "medication review", these reviews can be carried out by a Doctor, Nurse or our Practice Pharmacist.

From a recent audit of prescriptions issued, during a 28 day period we processed 2.5 to 3 thousand prescription items, this is an average of 150 individual prescriptions per day. As you can see this is a large amount of prescriptions to be handled in one day. Great care is always taken to ensure the prescription issuing process is safe and efficient, and we are always striving to improve the service to our patients.

appointments you no longer need in order for us to offer them to someone else.

Prescriptions can be ordered in the following ways

Fax - 01228 616660

Via the web site www.spmc.co.uk and use the form online.

Automated Voicemail - 01228 616666 - answering machine, not operated by staff

Post

By hand at either reception desk

Via Pharmacy

**Prescriptions are not taken on our usual telephone number as this blocks the lines for other calls.

You can arrange to have your prescription collected at a pharmacy providing you inform us of this.

How you can help us:

Please give us 48 **working** hours notice when ordering your prescriptions. When you order a prescription on our Automated voicemail service (616666) please take in to account the time and/or day that you leave your message. Messages left after 4pm will not be listened to until the next morning. Messages left at a weekend or bank holiday will not be listened to until the next working day.

Wasted Appointments

Every week we lose appointments through non attendance.

Picking one week at random there were **32** doctors appointments wasted through non attendance and **38** nurses appointments. To make matters worse some of these were double appointments and some patients had only made them the **same day!!!**

Our appointments are very much in demand and it is extremely frustrating for clinicians and reception staff when appointments are not kept and of course for you as patients when you struggle to get an appointment.

Please remember to cancel any