

# Whittington Moor Surgery

Autumn 2013

**During opening hours telephone 01246 456938. Out Of Hours call 111**

Reception is open 8am until 6:30pm Monday to Friday except on Bank Holidays and on training days. We will be closed for staff training from 1:30pm on the following Wednesday afternoons: 16th Oct, 13th Nov and 18th Dec.

## New Local Telephone Number

On Tuesday 17th September we changed our phone number to a Chesterfield Number:

**01246 456938**

This should reduce the cost of calls, especially if you use a mobile to phone us.

The options now are:

- Press **1** for Appointments
- Press **2** for Home Visits and Enquiries (Please try to phone before 10:30 am for home visits)
- Press **3** for Prescription Queries.
- Press **4** for Test Results (Available between 2pm and 6pm)
- Press **5** to hear these options again

Please remember that you cannot order prescriptions over the phone.

If you feel that telephone advice could save an unnecessary trip to the surgery, please tell the receptionist when you ring and a doctor will telephone you, this still takes an appointment slot.

The partners would like to thank Sybil Waplington, a member of the Patient Participation Group, for her help and support with the project for the new telephone system.

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**Dr Church has done an analysis of the number of phone calls we receive:**

Telephone Analysis	Oct 12	Jan 13	April 13	Jul 13
Answered calls/day	300	419	473	429
Average wait before answering (seconds)	16	15	19	14
Abandoned calls/day	23	27	35	24
Abandoned after how long (seconds)	41	35	41	52

The highest demand is when the phone lines open 8am-8:30 with a gradual decrease over the morning. We have 4 people answering the phone from 8am so we are able to answer calls quite quickly then. In the afternoon the peak is 2-2:30pm. Demand is low 12:30-1:30, but we have far fewer people available to answer the phones at this time, so it may be difficult to get through. **If you are not phoning for a same day or next day appointment or a home visit, please try to phone after 2:30 when the lines are quiet; if you can phone after 4:30 they are even quieter.**

## Flu Vaccination Clinic

To be held at: THE METHODIST CHURCH, SCARSDALE ROAD

SATURDAY 19<sup>th</sup> October 2013

This clinic is for adults over the age of 18 at risk of flu (including everyone over 65). Ask at reception for an appointment slip.

If you cannot make this clinic there will be further clinics in surgery, please ask at reception after the 19th of October. Parents of children at risk of flu will be receive a letter inviting them to make an appointment for their child to receive the vaccination in the surgery.



**Training GPs.** As you know we are a Training Practice, this means we regularly have qualified doctors working with us to train to become GPs. These are our GP registrars. We have had a message from the training office asking if any of our patients would be interested in becoming training simulators. If you would be interested in helping with this please contact our practice manager Val Johnson for more information.



There has been a patient suggestion that we should have a coffee vending machine in our foyer. Val, our Practice Manager says she is very sorry but this would create too many health and safety issues.

Whittington Moor Surgery aims to provide the best possible health care for its patients. However, there may be circumstances when it would be considered reasonable, or in the best interests of the patient, to remove patients from the list.

### Situations which justify removal

- ◇ Violent & Abusive Patients
- ◇ Crime & Deception
- ◇ Distance: Where a patient has moved out of the designated practice area and has failed to register with another GP.
- ◇ *Boundary changes:* Over time the practice boundaries have changed, which has resulted in patients becoming out of area without having moved house. These patients are not put off the list automatically; however, if they move house and their new address is outside of the current practice boundary, they will be asked to reregister with a practice which covers their new address - even where this address is closer to this practice than the address from which they have moved.
- ◇ Embarkation: Where a patient has moved abroad for a period of 3 months or more.
- ◇ Failure to attend pre-booked appointments on a number of occasions during a given period.
- ◇ Irretrievable Breakdown of the Doctor-Patient Relationship: Where a patient's behaviour falls outside of that which is normally considered reasonable and leads to an irretrievable breakdown of the doctor-patient relationship.

If you would like more information about our removals policy please ask to speak to Val Johnson, our Practice Manager.

### Health and Social Care Information Centre (HSCIC)

We have recently been informed by NHS England about the following:

A modern information system has been developed, which will make increased use of information from medical records with the intention of improving health services. The system is being delivered by the Health and Social Care Information Centre (HSCIC) and NHS England on behalf of the NHS.

Information from GP practices will begin to be extracted and sent to the HSCIC in the autumn 2013. The GP data will be linked with the hospital data already held by the HSCIC.

For more information about what is happening and your rights there are leaflets available in surgery or you can visit [www.nhs.uk/caredata](http://www.nhs.uk/caredata) or the HSCIC website [www.hscic.gov.uk](http://www.hscic.gov.uk).

Reminder: Please return your unwanted prescription medicines to this surgery and help **InterCare** send surplus medicines to sub-Saharan Africa. All medicines should be in complete strip's (still in the manufacturer's box), in order to comply with the WHO guidelines on drug donations.

ALL ITEMS, BOTH MEDICINES AND NON DRUGS (instruments/bandages etc) MUST HAVE AT LEAST 15 MONTHS TO EXPIRY DATE

We Can Accept

Complete Strips of TABLETS within their original packaging  
 INJECTIONS  
 INHALERS  
 CREAMS  
 EYE DROPS AND OINTMENTS  
 DRESSINGS AND BANDAGES

We Cannot Accept

Controlled drugs such as MORPHINE  
 DIAZEPAM etc  
 LIQUIDS  
 GLASS BOTTLES  
 PART BLISTER PACKS  
 ITEMS REQUIRING REFRIDGERATION  
 USED NEEDLES OR SYRINGES

**Wasted Appointments September 2013 (Booked but not attended)**

To See	No of Appointments	Approximate Time
Doctor	85	18 hours 10 minutes
Nurse	74	25 hours 25 minutes
Phlebotomist	37	6 hours 50 minutes

If you have booked an appointment then find that you cannot attend it please let us know so that we can offer the appointment to another patient. If you keep on booking and missing appointments the doctors may remove you from our lists.



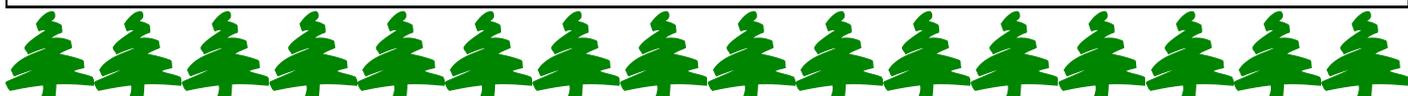
**Late Arrivals:** If you arrive late for your appointment the doctor or nurse may not be able to see you , you may be asked to rebook your appointment for another day.



**The Patient Survey**



Our results from the recent patient survey were not as good as they have been previously, We are sorry about this. We believe that the problems have been associated with our moving to a new clinical system, this happened in February, we all had to learn many new things very quickly. We hope that now that we have had time to become accustomed to System One we are providing a better service to our patients. We are planning to do our own Patient Survey in association with our Patient Participation Group to check that satisfaction levels have improved.



**Christmas and New Year**

The surgery will close at 4:30pm on Tuesday 24th December, Christmas Eve and reopen at 8am on Friday 27th December, We will close at 4:30pm on Tuesday 31st December, New Years Eve and reopen at 8am on Thursday 2nd January 2014.





## Drinking - What is a unit?

Pint of 4% lager: 2.3 units

175ml glass of 13% wine: 2.3 units

25ml glass of 40% single spirit: 1 unit

Percentages refer to Alcohol by Volume (ABV) of stated drink.



Units are a standard way to indicate the alcohol content of any given drink. To get an idea of how many units you drink, you can use the Unit calculator or download an app from:

[www.nhs.uk/Livewell/alcohol/Pages/Alcoholtracker.aspx](http://www.nhs.uk/Livewell/alcohol/Pages/Alcoholtracker.aspx)

### The NHS recommends:

- Men should not regularly drink more than 3 to 4 units of alcohol a day.
- Women should not regularly drink more than 2 to 3 units of alcohol a day.

If you've had a heavy drinking session, avoid alcohol for 48 hours.  
'Regularly' means drinking these amounts every day or most days of the week.



## 360 Degree Appraisal—Patient Satisfaction Survey

Some patients have been asked to fill in short anonymous surveys after their appointment with the doctor. Thank you to all patients who have filled in a survey already. All doctors have to participate in appraisal every year, and a 360 degree appraisal every 5 years. This is part of the information gathering that needs to be done to assess their practice. The other clinicians and staff at the surgery are also asked to fill in anonymous surveys for the doctors.

### More Surveys

The clinical commissioning group have provided the surgery with a new touchscreen computer so that we can carry out more surveys! This is located on the reception desk. The current survey asks whether you would recommend the surgery to friends and family.

### Useful Websites:

**www.nhs.uk** This is the NHS choices website. Use this to find information about local services, it also has advice and symptom checkers.

**www.Patient.co.uk** This is a commercial website but it does provide useful patient condition leaflets.



### Information: How to do pelvic floor exercises

You can feel your pelvic floor muscles if you try to stop the flow of urine when you go to the toilet. However, it is not recommended that you regularly stop your flow of urine mid stream because it can be harmful to the bladder.

To strengthen your pelvic floor muscles, sit comfortably and squeeze the muscles 10-15 times in a row. Do not hold your breath or tighten your stomach, buttock, or thigh muscles at the same time.

When you get used to doing pelvic floor exercises, you can try holding each squeeze for a few seconds. Every week, you can add more squeezes, but be careful not to overdo it and always have a rest in between sets of squeezes.

After a few months, you should start to notice the results. Your incontinence should improve, as well as the sensitivity you experience during sex. You should carry on doing the exercises, even when you notice them starting to work.

### Patient Participation Group (PPG) Chairman: Mr Tony Cox

The next meeting is at the surgery on **Monday 9th December at 6:30pm**

The minutes of previous meetings are available on our website:

[www.whittingtonmoorsurgery.co.uk/ppg.htm](http://www.whittingtonmoorsurgery.co.uk/ppg.htm). For more information please look there or at notice boards in the surgery.

[www.whittingtonmoorsurgery.co.uk](http://www.whittingtonmoorsurgery.co.uk)