

Whittington Moor Surgery

SPRING 2018

During opening hours telephone 01246 456938. Out Of Hours call 111
Reception is open 8.00am until 6:30pm Monday to Friday except on
Bank Holidays and on training days.

SELF-REFERRAL FOR PHYSIOTHERAPY

Do you have back pain or other aches that might benefit from seeing a physiotherapist? Did you know you can now book directly into one of the three clinics a week at WMS without seeing your GP first? Pick up a slip at reception to find out how to refer into this service or call them directly on 01246 512173 Mon - Fri 8:30 - 4:30pm

Sick notes

If you are not fit for work you can self-certify for the first 7 days. If after this time you feel unable to return to work, please make an appointment with a GP who will assess whether a sick note is appropriate.

If you have a sick note and it needs to be extended, please make a routine telephone appointment with a GP. You can book this appointment as soon as you have your sick note and then cancel it if you don't need it!

Sick notes can be back dated and are not considered urgent work. The doctor dealing with on-the day emergencies will not deal with this work.

Allow plenty of time...

We have limited spaces available in our car park and there is no scope for us to increase the number of cars we can accommodate. Please allow extra time prior to your appointment for parking and booking in at reception as some times delays are unavoidable.



CLINICIANS RUNNING LATE

Sometimes clinical staff run late. This is usually because a previous patient needed more time and may not have booked a double appointment. Please book a double appointment if you have two medical problems to discuss. The emergency doctor may also run late as they have telephone calls to make and can be called out to urgent visits. We are grateful for your patience and would appreciate it if you could cancel any appointments you are unable to attend.

INFORMATION FOR NEW PATIENTS

If you are a new patient to Whittington Moor surgery your first appointment with the GP needs to be a double appointment. This gives the doctor time to review your medical records and deal with any repeat medications you may need so you don't run out. If you have any questions about the practice please don't hesitate to speak to reception.



ON-LINE BOOKING - More patients are using this facility to book appointments and request repeat medication. If you would like to know more please speak to reception!

URINE SAMPLES

If you think you have a water infection;
Your wee is smelly and discoloured,
It hurts when you pass water and
You have a low tummy pain -
Please ask for a Dr to speak with you first before bringing a sample in.

We will be closed for staff training on the following Wednesday afternoons:

9.5.18 13.6.18 11.7.18 8.8.18 12.9.18



SPRING NEWSLETTER 2018



PSA is a blood test that can detect the early signs of an enlarged prostate. It is the most common initial test for men who are worried about prostate cancer.

The test measures the level of prostate-specific antigen (PSA) in your blood. PSA is a protein made only by the prostate gland. Some of it will leak into your blood and the amount depends on your age and the health of your prostate.

A raised PSA level in your blood may be a sign of prostate cancer. However, other conditions, such as an enlarged prostate, prostatitis, or a urinary infection, can also cause a raised PSA level.

Your GP will explain the PSA test to help you decide whether or not to have it. Men are at higher risk of prostate cancer if they have a family history of prostate cancer, are of black ethnic origin, or are overweight or obese.

If you are worried about prostate cancer, you should talk to your GP. You can also find more information at www.nhs.uk/psa

Men urged to avoid 'Silent Killer'

Men aged 65 and over are being urged to attend the Abdominal Aortic Aneurysm (AAA) Screening Programme. Men who are in their 65th year will be invited to a clinic but those who are aged 66 and over can self-refer onto the Programme. This involves a free, one-off, painless 10 minute ultrasound scan of the abdomen with the results given at the end of the scan.

The aorta is the main blood vessel that supplies blood to your body. It runs from your heart down through your chest and abdomen. In some people, as they get older, the wall of the aorta in the abdomen can become weak. It can then start to expand and form an abdominal aortic aneurysm (AAA). Large aneurysms can be serious. As the wall of the aorta stretches it becomes weaker and can burst (rupture) which can lead to death. The condition is most common in men aged 65 and over, with around 1 in 70 men who are screened having a AAA. Research has demonstrated that offering men ultrasound screening in their 65th year could reduce the rate of premature death from ruptured AAAs by up to 50%.

We hold Clinics at Whittington Moor Surgery and patients can self refer by speaking to the Receptionist.

FRIENDS AND FAMILY TEST

In April we had 23 responses; of these, 13 patients said they were Extremely likely to recommend us, 9 patients said likely. Here are some of the comments we received.

"Difficulty getting appointment and seeing a regular doctor. Inconsistent treatment and advice".

We do currently have two vacancies for a GP which we are struggling to fill. We are using regular locum doctors who many of you will be familiar with and our usual doctors are working extra days to help at this time. Some doctors do not work every day and it can be more difficult to see them on a regular basis.

"The only comment I have is there seems to be no liaison between receptionists and District Nurses (DNs) i.e. little or no communication"

The DNs are based in surgery but unfortunately are not employed by the surgery. We do have lines of communication but acknowledge that we can try and do more to work collaboratively with this team. We will discuss this further with the DN management team. The DN direct line is 01246 457754 answerphone facility available or contact Reception who will send an electronic message to the DN team.

"I have been at this practice for a number of years and always had excellent care. There is one problem I find and that is when ringing to book an appointment e.g. this morning it took from 8:00am - 8:12am to get through to be told there are no appointments left. I'm afraid I insisted and was put in as an emergency. Why does this happen?"

Unfortunately, we do not have sufficient resources to provide a system which meets individual requirements. We try our best to manage on the day demand and anything urgent on the day will be seen by the emergency on-call doctor.

"Good doctors, clean and friendly. Staff are brilliant they do help out where possible. Answering phones could do with more improvement"

We try very hard to answer the telephones in a timely manner and have recruited more staff to cope with the demand. However, at lunch-time when staff have a lunch break and swop shifts our staff levels are reduced and calls sometimes take longer to answer. We are currently working on a solution for this.

