



Medical Centre

Newsletter

Spring 2018

Welcome to the Spring 2018 edition of the practice newsletter. We hope that you will find it helpful and informative. If you have any comments or would like to make a contribution to future newsletters, please contact the practice. This newsletter is in addition to the more detailed website ~

www.millviewmedicalcentre.co.uk

Heckington

1, Sleaford Road
Heckington
Lincolnshire
NG34 9QP



Appointments: 01529 460213

Dispensary: 01529 461964

FAX: 01529 460087

Out of Hours: 111

NHS Direct (24 hrs): 0845 4647



Practice opening hours

*Monday 08:00-18:30
Tuesday 08:00-18:00
Wednesday 08:00-18:00
Thursday 08:00-18:30
Friday 08:00-18:30
Saturday/Sunday CLOSED
*Extended hours 18:30-20:00



Dispensary opening hours

08:30-13:00 14:00-17:30

We now have the facility to order repeat prescriptions on line ~ register at reception for this service.

Please allow 48 hours for collection of ordered prescriptions.

01529 461964

Sleaford

29, Handley Street
Sleaford
Lincolnshire
NG34 7TQ



Appointments: 01529 305595

Dispensary: *See Heckington*

Fax: 01529 305589

Out of Hours: 111

NHS Direct (24 hrs): 0845 4647



Practice opening hours

Monday 08:00-18:00
Tuesday 08:00-18:30
Wednesday 08:00-18:30
Thursday 08:00-13:00
Friday 08:00-18:00

To Register

Registration forms can be collected from reception and returned with medical card if available. You will then be registered and notes from previous surgery requested. An appointment can then be made for a new patient check and a doctor's appointment to initiate any repeat medication. *Please bring proof of residency and some form of personal identification.*

SMS Text/Email Service

We now offer an SMS Text/Email service to remind you of your appointments. Consent forms can be obtained from the surgery reception. Please complete the form with your up to date mobile number and email address and return to reception. This is a quick and efficient way for patients to be contacted and we hope many more of you will use this facility.

Meet the Team



Here to help

The Doctors:

Dr K Vijayan MBBS (India 1981) D Ortho, MSc Ortho (London)

Dr Vijayan is the Senior Partner, having joined the Surgery in 2001 He has a special interest in Orthopaedics and minor surgical procedures.

Dr K Malathy MBBS (India 1985) MRCOG

Dr Malathy is the Clinical Lead, having joined the Surgery in 2002. She has a special interest in Obstetrics and Gynaecology

Dr R Shrouder MBChB (Leicester 1992) MRCGP

Dr Shrouder joined the Surgery in October 2011

Dr Mahend Bissonauth

Dr Bissonauth joined the practice in October 2014. He qualified in 2012.

Dr Merla Marsden

Dr Marsden has been our regular locum for the last few years. On the 1st October 2016 she took on the post of salaried GP at the Surgery. She qualified in 2001.

Dr Prabhakaran Kasinathan

Dr Kasinathan joined the team of GPs on 2nd October 2017.

Nurse Practitioners

Nurse Steve Field

Steve joined the Practice in April 2011.

Nurse Kate Hewson

Kate joined the Practice on the 1st September 2015

Advanced Nurse Practitioners are registered nurses that have undertaken a specific course of study of at least first degree (Honours) level. They can make professional autonomous decisions, receive patients with undiagnosed problems and assess their health care needs. They can screen patients for disease risk factors and early signs of illness and develop, with the patient, an ongoing nursing care plan for health and preventative measures. They have a highly developed nursing knowledge and skill not usually exercised by nurses.

Treatment Room Nurses

Sister Gwen Murgatroyd

Gwen joined the Practice in April 2017. She currently undertakes all treatment room duties specialising in the management of Asthma and COPD.

Sister Miranda Issac

Miranda joined the practice in 2016. She runs the INR Clinic and undertakes all treatment room duties.

Sister Jemma Sharman

Jemma joined the Practice on the 4th January 2017, coming to us from Pilgrim Hospital, Boston. She undertakes all treatment room duties, specialising in Diabetes Management and is our training coordinator link to Lincoln University.

Tracey Bray

Tracey works alongside our nursing team providing valuable support. She has been with the team for over 5 years and covers both sites. She has recently completed a course as an Assistant Practitioner.

Practice nurses are qualified and registered nurses. They assist with a vast number of health issues such as family planning, healthy living advice, blood pressure checks and dressings and also run clinics for long-term health conditions.

Community Nurses

To contact the team of community nurses please call 01522 307234

Health Visitors

A health visitor is a registered nurse who has received training, particularly related to babies, children and pregnant women. Their role is to provide families, with children under five years of age, with support and advice around the general aspects of mental, physical and social wellbeing.

To contact the health visitor please call
01522 843000

Dispensers

Miss Karen Hill – Karen joined the dispensary in 2000 and is happy to assist with any medication queries.

Miss Becky Horton – Becky joined the dispensary in April 2016.

Mrs Sue Lampkin – Sue joined the team on the 1st March 2018

Attached Staff

Mr Arivusudar Nithiyananthan - Ari joined the Practice as physio in May 2016.

Senior Management and Administration Staff

Practice Manager

Mr Marcus Griffen

Marcus is the Practice Manager and is involved in managing all the business aspects of the practice. He ensures that all the correct systems are in place to provide the highest quality of patient care, human resources, finance, patient safety, premises, equipment and information technology. In his role of Practice Manager, Marcus supports the GPs and all other Health Care Professionals in delivering patient services and helping in developing the extended services to enhance patient care.

Secretarial Team

Mrs Helen Boswell: Helen joined the practice in 2000 and works at the main site in Heckington.

Mrs Alex Clow: Alex joined the practice in 2007 and works alongside Helen at the main site in Heckington.

Mrs Jayne Ball: Jayne joined the secretarial team in December 2016. She is responsible for the filing of all electronic documents from hospital appointments and summarising all old paper records on to the computer system.

Reception Staff

Mrs Michelle Rushen - Michelle joined the practice on the 4th July 2009. She is the Reception Lead and also the contact for Medical Reports.

The Receptionists provide an important link for patients with the practice and are the initial contact point for general enquiries. They can provide basic information on services and results and direct patients to the right person.

Clinics and Specialist Services

Did you know that in addition to general medical consultations, your medical centre is pleased to be able to provide the following services?



Clinics:

- **Minor surgery** – Dr Vijayan performs minor surgery procedures for our patients and also on referral basis for other local practices.
- **Orthopaedics** – Dr Vijayan is also a qualified orthopaedic surgeon and performs various procedures including Carpel Tunnel decompressions, Trigger Finger release and injections.
- **Gynae clinic** – Dr Malathy provides this service which includes implants and coils.
- **Flu clinic** – a seasonal clinic for eligible patients. Appointments can be booked in September for clinics during October to December.
- **District Nurses** – the team assists with housebound and palliative care patients and liaises regularly with Doctors and Nurses at the Practice. To access the team please call 01522 307234.
- **Baby clinic** – run by the health visitor. To contact the health visitor please call 01522 843000.
- **Maternity services** – appointments can be made to see the midwifery team at Heckington on a Wednesday and Sleaford on a Thursday.
- **Tele – dermatology.**

Our practice nurses and health care assistants are available daily for the following:



- Changing dressings/suture removal.
- Contraception advice
- Monitoring of diabetes, hypertension & asthma
- Childhood immunisation
- Travel vaccinations
- Cervical smears
- Advice on weight loss & smoking
- INR (Warfarin clinic)
- NHS Health checks



Requests for work outside NHS Core Services

GP's are often requested to complete various forms and documents which are classified as not routine NHS work. These requests will normally incur a charge and may take up to 2 weeks to process.

Examples are as follows:

- Insurance medical report
- Letters for fitness to travel
- Private sickness certificates
- Adoption forms and certificates
- Computer printout of medication or vaccination status to take on a flight
- Holiday cancellation forms
- DVLA driving licence application forms
- Report or letter for school activities

Please note that this list is not exhaustive and a list of charges for this work would be available from reception.

GET THE RIGHT TREATMENT

How to get the most out of your NHS

Every week appointments are booked with your Doctor/GP to discuss and treat minor ailments. Advice, treatment and medications can be obtained from your local pharmacy, therefore allowing your Doctor/GP to use their valuable time treating more complex and challenging problems.

Pharmacy First

Your Pharmacist is a qualified healthcare professional who can help with your health problems.

Pharmacists offer professional free health advice at any time – you don't need to make an appointment. From coughs and colds to aches and pains, they can give you expert help and advice on everyday illnesses.

They can answer questions about prescribed and over-the-counter medicines. Your local pharmacist can also give guidance on healthy eating, obesity issues and concerns, special dietary requirements and if you are wanting to give up smoking, your local, highly trained pharmacist, can also be of help!

Most pharmacies have private areas where you can talk in confidence with a trained member of staff. After your consultation the pharmacist may suggest you visit your GP if the symptoms are more serious.

What is a Minor Ailment?

A minor ailment can be an illness or condition that affects your health but which can be easily treated.

General List of Minor Ailments

Acne	Athlete's foot
Back pain	Cold sores
Conjunctivitis	Constipation
Contact dermatitis	Coughs & colds
Cystitis	Diarrhoea
Earache	Ear wax
Fever	Haemorrhoids
Hay fever & allergies	Head lice
Headache	Indigestion
Insect bites/stings	Mouth ulcers
Nappy rash	Scabies
Sprains & strains	Teething
Threadworm	Toothache
Thrush	Sorethroat
Warts & verrucas	

***If in doubt check with your
pharmacy!***

Be Self Care Aware

Keeping a well stocked medicine cabinet at home can help you treat many minor ailments. Colds, coughs, indigestion and many other minor complaints can be treated with medicines that are available over the counter.

Your pharmacist can advise on what you might find useful to keep in your medicine cabinet.

Always follow the instructions on the medicine label and consult your doctor if the illness continues or becomes more severe.



NHS Health Check

The NHS Health Check is a free health check-up for adults aged 40 to 74 years without a pre-existing medical condition.

As we get older we have a higher risk of developing medical conditions.

An NHS Health Check helps find ways to lower this risk.

In its first five years the NHS Health Check is estimated to have prevented 2,500 heart attacks or strokes as a result of people receiving treatment after their health check.

The NHS Health Check involves having a fasting blood test, followed by an appointment with a health care assistant or nurse who will ask you some simple questions about your lifestyle, family history, measure your height and weight, take your blood pressure and review your fasting blood test results.

You will also be given advice to help lower your risk of a stroke, kidney disease, heart disease, diabetes or dementia and maintain or improve your health.

'Individual health checks happen once every five years.

If a health check is declined, an individual will have to wait another five years before requesting a health check'

If you are not sure if you are eligible for an NHS Health Check or to book your appointment, please ask at reception.

NHS Health Check Results and Action Plan

After your NHS Health Check you will be given your risk of developing a heart or circulation problem (such as heart disease, stroke, type 2 diabetes or kidney disease) over the next 10 years.

Your Doctor may describe this as:-

- **Low – you have less than a 10% chance of a heart or circulation problem in the next 10 years**
- **Moderate – you have a 10 to 20% chance of a heart or circulation problem in the next 10 years**
- **High – you have more than a 20% chance of a heart or circulation problem in the next 10 years**

Your risk rises with age, so the next time you have a Health Check your risk score may be higher, even if your test results remain the same!

Your Health Check results should be broken down into:



Your body mass index (BMI)

If you have a BMI in the overweight or obese category you are at greater risk of a range of serious health conditions mentioned earlier.

If the BMI is higher than the healthy range, (anything over a BMI of 25), you may be referred to a weight management service that would look at a suitable diet and activity levels.

If you are underweight (a BMI below 18.5) indicates that they are not eating a healthy and balanced diet that contains enough energy for their needs. It may also be a sign of a wide range of underlying health conditions.



Your blood pressure score

When your blood pressure is measured, the reading has a higher and lower number:

Your systolic blood pressure – this is the higher number indicating the pressure when you heart pumps blood out

Your diastolic blood pressure – this is the lower number indicating the pressure when you heart rests

Normal blood pressure - is between 90/60 and 140/90. If your result falls outside this range, the results will be discussed with you to decide what action needs to be taken.

High blood pressure - is a problem because it increases the risk of serious health issues such as heart attack, stroke, type 2 diabetes and kidney disease. It causes no symptoms, so it is possible to have high blood pressure without knowing it. Blood pressure can go up and down throughout the day generally in response to stress.

How can I reduce my blood pressure?

- Cutting down on salt (to 6g a day) and also by reducing caffeine intake
- Losing weight and becoming more active
- Reducing alcohol intake
- If necessary, your doctor may prescribe you with blood pressure lowering medicines but they would usually want you to try to make changes to your lifestyle habits first before prescribing.

Lower blood pressure – does not necessarily indicate a health problem and is typically only a problem when it is accompanied by symptoms such as dizziness or fainting, which may be a signs of a health condition.



Your cholesterol result

Broken down into:

Your total cholesterol – Healthy adults should have a total cholesterol of 5 or less.

Your LDL cholesterol score (often called “bad cholesterol”). – This is the type of cholesterol that blocks the arteries. Healthy adults should have an LDL cholesterol score of 3 or less.

You may also have your cholesterol ratio calculated. A ratio score of 4 or more may indicate heart or circulation problems.

Too much of the wrong sort of cholesterol in your blood can build up on the walls of your blood vessels, slowing or blocking the flow of blood to vital organs such as the heart or the brain. This narrowing of the arteries can cause heart attack, stroke and mini stroke. It can also increase the chance of a harmful blood clot developing anywhere in your body.

How can I lower my cholesterol?

If your cholesterol test shows results outside the healthy range, you will be provided with advice to help lower your cholesterol through dietary changes.

You may also be advised treatment with medicines known as Statins.



Your alcohol use score

You will be given a score about your alcohol use based on questions your doctor asked you during your NHS Health Check.

Each question has a score from 0 to 4 for the answers.

An alcohol use score of 7 for a woman and 8 for a man would indicate that you are drinking an amount of alcohol that is likely to be harmful to your health. Your doctor will be able to advise you on ways to track your drinking and to cut down on your alcohol intake.

If you score 20 or more, you may have an alcohol dependence disorder (alcoholism). Your doctor should be able to refer you on for specialist support for cutting down on alcohol.



Your physical activity score

There is good evidence that taking part in moderate, or vigorous, physical activity every day can reduce your risk of over 20 different health conditions, from diabetes to dementia, as well as improve the management and reduce the risk of complications of many common conditions such as high blood pressure.

As part of your Health Check, your physical activity level will be measured and you will be given a score that is calculated using an internationally validated tool.

The Chief medical Officer recommends that adults and older people take part in 150 minutes of moderate physical activity or 75 minutes of vigorous physical activity every week, as well as regular muscle-strengthening exercise and reducing the amount of sedentary activity.



Your diabetes risk assessment

Your doctor will take your blood pressure and BMI test results into account to assess whether you are at risk of developing diabetes.

You may be invited for another test to check that you do not have diabetes if:

- Your BMI is greater than 30 or
- Your blood pressure is high (at or above 140/90mmHg), or where the systolic blood pressure or diastolic blood pressure exceeds 140mmHg or 90mmHg respectively



Help to improve your results



Quitting smoking

If you smoke you should be offered support and advice as part of your NHS Health Check

All areas have a free local [NHS Stop Smoking Service](#), which can help you find the best way of stopping, providing the medication and support you need.

To find your local service, call the NHS Smoking Helpline on
0300 123 1044

Go to Smokefree, or ask to be referred to your local service.



Improving your fitness

Doing the recommended 150 minutes of your choice of exercise a week – whether it's walking, dancing or swimming – will help to bring your weight and blood pressure down, as well as having many other benefits for you wellbeing.

Why not try the NHS Choices available:

Getting fit your way

NHS Couch to 5K running plan

Fitness studio exercise classes



Losing weight

People with high BMI are at greater risk of a range of serious health conditions, including heart disease, stroke and certain cancers.

If you need help with losing weight, download the free *NHS Weight Loss Plan* and start today.



Eating well

Eating a balanced diet, including vegetables, fruit, grains and some meats and dairy, will give you a great chance of minimising your risk of cardiovascular disease.

The *NHS Eatwell Guide* shows how much of what we eat overall should come from each food group to achieve a healthy, balanced diet, while the *NHS Healthy Recipes* are quick and easy to make.

When shopping for food, think about the food that you are buying and plan to stay within the recommended levels of calories, fats and salt. Restricting your salt intake to no more than 6g a day can help your blood pressure readings to come down. Read more in *NHS Salt: the facts*.



Cutting back on alcohol consumption

To reduce your risk of harming your health, including keeping your blood pressure check, men and women are advised not to drink more than 14 units of alcohol a week.

Reducing your intake and having several alcohol-free days a week will improve your overall health.



Taking prescription medicines

If your blood pressure was high your doctor may have offered you blood pressure - lowering medicines. Likewise, you may be prescribed cholesterol – lowering medicines.

These can have a very beneficial effect on your health but you are likely to need to take them for a long period of time. Depending on your results, your doctor will usually advise lifestyle changes to reduce your need for medication and lower your risk of side effects before prescribing these medicines. These medicines are usually taken in tablet form.

Blood pressure-lowering medicines can include:

- ACE inhibitors, which relax your blood vessels
- calcium channel blockers, which widen your arteries
- thiazide diuretics, which flush excess water and salt from the body
- beta blockers, which reduce both your heart rate and the force at which blood is pumped round your body

The most commonly prescribed cholesterol-lowering medicines are called statins.

Statins can be prescribed to help lower high cholesterol, whether it is caused by a lack of exercise or a diet high in fat. They can also help people who have an inherited condition that causes high cholesterol in their blood.



Ask your pharmacist

Your local pharmacist is a trained expert in medicines and can provide information and advice about your medicines, how to take them and what to do if you suffer any side effects.

NHS Repeat Prescriptions **in South and South West** **Lincolnshire**

(Changes taking place from 1st February 2018)

What is a repeat prescription?

Many patients have a repeat prescription, meaning that they can regularly receive a certain medication without having to see their doctor each time. Some patients order these repeat prescriptions themselves via their GP practice and others choose to use a pharmacy to order the medicines on their behalf and then pick them up or have them delivered.

What is changing?

Patients who use a pharmacy to order repeat medicines on their behalf must now order repeat prescriptions directly from their GP practice. In future, you or a carer will need to be involved in the ordering of repeat prescriptions via your GP.

What is not changing?

If you already order repeat prescriptions from your GP practice yourself, you will not be affected and do not need to take any action.

Pharmacies that collect prescriptions from the GP practice will still do so.

Pharmacies that collect and deliver medications and other items to your door will still do so.

What do I need to do?

Practices ceased to accept repeat requests from pharmacies from 31st January 2018. If you need to ask your GP practice for a repeat prescription, you can do this by ordering:

- Online
- Over the phone
- At the practice
- Via letter

You may find the easiest way to do this is to tear off the white slip on the right hand side of your prescription and drop it into your practice.

We ask you to only order medicine when needed. Any items you don't order won't be removed from your prescription unless you have a medicines review with you Doctor.

Please check how many days' medicine you have before ordering a new prescription. Please don't order until you have seven days of your medicine left. It takes the practice a minimum of 72 hours to issue a prescription.

Why have these changes happened?

This is the safest and more efficient process. These changes will mean that your GP has a better ability to monitor and control what medicines you do and do not use.

The new system will give you more control. Finally, it is important that NHS funding is used as efficiently as possible. NHS's aim to save a large amount of money on unused medicines, money that will be used to benefit the health of people in South and South West Lincolnshire.

If you have any concerns with regards to these changes, please contact the Patient Advice and Liaison Service (PALS) on 0300 1239553 or email LHNT.LincsPALS@nhs.net or speak to your practice.

New Prescription Charges 2018



The Government announced an increase to the NHS prescription charge by 20 pence from £8.60 to £8.80 per prescription item or appliance dispensed. This charge came into effect from 1st April 2018.

To ensure that those with the greatest need, including patients with long-term conditions, are protected, the cost of the Prescription Pre-Payment Certificate (PPC) has been frozen for another year.

The 3 month PPC remains at £29.10 and the cost of the annual PPC will stay at £104, allowing unlimited prescriptions within a specified time period.

Existing prescription charge exemptions will remain in place:

- Certain medical conditions such as cancer, epilepsy and diabetes
- Pregnant women and new mothers
- Children under 16
- Anyone over 60
- Those on low income



Unused Medicines

Unused prescription medicines cost the NHS in the UK an estimated £300 million every year with an estimated £110 million worth of medicine returned to pharmacies. £90 million of unused prescriptions are being stored at home with another £50 million prescriptions disposed of by Care Homes.

This could pay for.....

11,778 more community nurses

80,906 more hip replacements

19,799 more drug treatment courses for breast cancer patients or

300,000 more drug treatment courses for Alzheimer's.



Text Message Reminders 2018

Benefits of Online Access:

- Ordering repeat prescriptions on line
- Book/check/cancel appointments
- Update address/telephone details
- Sign up to receive SMS text reminders
- Access to your personal record held at the Surgery

You can register for online access and benefit from receiving information by text message (SMS) on your phone regarding appointments and health care.

The easiest method to sign up for SMS alerts is to register for SystmOne online (see reception for a username and password). From this login, you can manage your contact details and select to accept SMS alerts. If you wish to use SystmOne online, you can register for this messaging service by completing a Consent Form available from our website or from reception.

Additional Services from your Medical Centre

The surgery offers two additional services which are situated in the old Police Office located in the corner of the car park.

- Physiotherapy Clinic – This clinic will take place weekly on a Tuesday, Wednesday, and Thursday from 08:30 to 18:00. Patient referrals are instigated directly from the surgery clinicians.
- Ultrasound Clinic – This clinic is now available at present, on one day a month, (soon to move to one day fortnightly.)

MRI Scanner Unit

An MRI Scanner Unit visits Sleaford every 2 weeks situated at Eslaforde Park , Football Centre on Boston Road. Patient referrals are made by your GP.



Failure to Attend (DNA) ~Appointments

Wasting appointments impedes our ability to see all the patients who need consultations. If you need to cancel an appointment we would be grateful if you could notify the reception in good time, this will allow your appointment to be given to another patient.

In the period 1st January to 31st March 2018.....542 appointments were missed, wasting over 135 hours of medical centre staff time!!

Next time you hear someone complain that they can't get a quick appointment, let them know about these shocking statistics.

Remember, it might be YOU that needs an urgent appointment!



Complaints

When we get things wrong!

We make every effort to give the best service possible to everyone who attends our practice.

We are only human and we will make mistakes from time to time. A large part of what makes medicine a profession is being open about mistakes and trying to learn and improve from them.

However, we are aware that things can go wrong, resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicable as possible.

To pursue a complaint, please contact the practice manager who will deal with your concerns appropriately. Further information regarding the complaints procedure is available from reception.

Diary Dates 2018



Patient Participation Group (PPG)

The next meeting of the Patient Participation Group (PPG) will be held at the Medical Centre on Wednesday April 18th at 1800hrs.

We are still in need of younger members to join the panel. If you are aged between 18 and 25 and would like to represent your age group to voice any concerns or suggestions you may have in regard to the medical centre services, please contact the reception. Both a male and a female representative would be ideal.



There will be a staff training day on Thursday 24th May 2018. The medical centre will be closed to patients from 1:00pm to 4:00pm.

We apologise for any inconvenience this may cause.

***There's lots of helpful
information on our website:***
www.millviewmedicalcentre.co.uk

