



# Medical Centre Newsletter

## Summer 2017

Welcome to the summer 2017 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](http://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.

## 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 01529 220446.
- **Baby clinic** – run by the health visitor. To contact the health visitor please call 01529 303576.
- **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.*



## **Failure to Attend (DNA) ~Appointments**

**Aim:** Our objective is to provide the best service we can for our patients but we need patients' cooperation to achieve this. 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 1<sup>st</sup> April to 30<sup>th</sup> June 2017.....441 appointments were missed wasting over 110 hours of medical centre staff time!!**

With an ever increasing demand for healthcare it is critical that this service is used fairly. If you register your mobile phone number with reception you will receive a text reminder the day before your appointment.

**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!**

**Policy:** The Medical Centre will regularly review those patients' records who have failed to attend a booked appointment. In the first instance a letter will be sent emphasising the importance of attending appointments booked with our doctors and nurses.

If the patient then fails to attend a second appointment within 6 months, they will receive a second warning letter. This letter will detail the appointments they have failed to attend and should there be a further

failure to attend in the next 6 months, the patient may be removed from the practice list on the basis that *"There has been an irrevocable breakdown in the relationship between the practice and the patient"*

Each year the partnership will undertake a review of those patients removed from the practice list and evaluate any common reasons such as, appointment types, access at times of the week etc. This may help us to influence DNA occurrences so improving our services to all our patients



## **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.

We actively encourage our patients to let us know if they feel we have let them down or could do things better.

Ideally, we would like to know face to face about a problem, as from experience an open and honest discussion could often allay worries.

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.

# 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.



## **Healthier You** **NHS Diabetes Prevention** **Programme –**

**Helping you to reduce your risk of  
Type 2 diabetes**

### **How to be part of the programme**

If you have been told you are at risk of developing type 2 diabetes you should seriously consider being referred to your local 'Healthier You NHS Diabetes Prevention Programme'. Please contact the medical centre, where someone will be able to discuss it with you.

The programme can help support you to make important changes to your lifestyle, diet and how active you are.

Type 2 diabetes is a serious long term condition that can cause problems with your heart and cardiovascular system, kidneys, eyes, feet and sexual function. It requires long term management, so act now if you are at risk!

The good news is that the risk of developing type 2 diabetes can be reduced by making some lifestyle choices and changes.

### **Programme Commitment**

When you agree to take part in the programme you need to commit to attend:

- One hour individual meeting to see how the programme can fit in with your existing commitments
- Ten weekly 2 hour group sessions that include healthy lifestyle advice and physical activity
- 4 monthly group sessions (between months 3 and 9)
- Three, one hour individual progress review sessions at three, six and nine months.

Sessions are held at various local locations throughout Lincolnshire, with times to suit you, including during the day, evenings and at weekends.

'Taking this kind of action now is very important as it can reduce your risk of, or even stop you developing type 2 diabetes'



### **What is involved?**

In a group setting you will work with a trained health coach to learn the skills you need to make lasting lifestyle changes, including:

- Learning about nutrition and health
- Finding out how you can add physical activity into your lifestyle
- How to stay motivated
- Gaining life changing skills and knowledge for long term success

### **Benefits**

- Reduce your risk of developing type 2 diabetes
- Highly skilled health coaches trained to guide, encourage and support you
- Learn about how healthy eating and physical activity can help you reduce your risk of developing type 2 diabetes
- Solve problems that get in the way of making healthy choices
- The chance to meet new people and make friends
- Access to a national programme that uses the latest information and evidence
- Free to attend

## What happens next?

When your medical centre GP makes a referral, you will be contacted by the organisation providing the service to discuss the details of the programme and to book your initial individual meeting.



## Questions and answers

**Q. Is this programme right for me?**

**A.** The programme is for anyone at risk of developing type 2 diabetes, who is motivated to make healthy lifestyle changes.

You are eligible to join if you are:

- Not pregnant
- Aged 18 years and over
- Registered with the medical centre
- In the pre-diabetes range within in the last 12 months .....don't worry, your GP will explain this.

**Q. Does the programme involve exercise?**

**A.** Yes, there is some light/moderate physical activity but it will be tailored to suit your individual needs , so please do not be concerned.

**Q. Do I have to pay?**

**A.** No – This programme is absolutely free to people who meet the criteria.

**Q. Where will the programme be held?**

**A.** Programmes will be available in a range of locations and are set up based on local participating people, so groups will be within a short travelling distance.

## Step right up -



## It's the miracle cure!

It can reduce your risk of major illness, such as heart disease, stroke, type 2 diabetes and cancer by up to 50% and lower your risk of early death by up to 30%. It's free, easy to take, has an immediate effect and you don't need to see your GP to get some.

Its name?



## Exercise!

Exercise is the miracle cure we've always had but for too long we've neglected to take our recommended dose.

Our health is now suffering as a consequence.

Whatever your age, there is strong scientific evidence that being physically active can help you lead a healthier and even happier life.

People who do regular activity have a lower risk of many chronic diseases such as, type 2 diabetes, heart disease, stroke and even some cancers.

To stay healthy, adults should try to be active daily and aim to achieve at least 150 minutes of physical activity over a week through a variety of activities.

Make activity part of your everyday life, rather than using the car, if possible walk or cycle. For any type of activity to be beneficial to your health you need to be moving quick enough to raise your heart rate, breathe faster and feel warmer.

People are less active nowadays, partly because technology has made our lives easier. Inactivity is described by the Department of Health as the "Silent Killer"

## Get Active



## 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.**



## New Prescription Charges 2017



The Government announced an increase to the NHS prescription charge by 20 pence from £8.40 to £8.60 per prescription item or appliance dispensed. This charge came into effect from 1<sup>st</sup> April 2017.

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



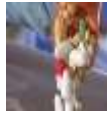
## Unused Medicines

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 or  
80,906 MORE hip replacements or  
19,799 MORE drug treatment courses for breast cancer patients or  
300,000 MORE drug treatment courses for Alzheimer's or  
312,175 More cataract operations

## Unused medicines are a safety risk!



- Return out of date medicines to your pharmacy or dispensary for safe disposal
- If your medicines change – return your old medicines to the dispensary for safe disposal to avoid mixing them up with your new medicines
- Do not stockpile medication – it is a safety risk for children and others who might take them
- Store medicines in an appropriate place out of reach of children

## Only order the medicines that you need.

- Please let your GP/Dispensary know if you have stopped taking any of your medicines
- Check what medicines you still have at home before re-ordering
- Discuss your medication with your GP on a regular basis
- Think carefully before ticking all the boxes on your repeat prescription forms and only tick those you really need
- If you do not need the medicine please don't order it! If you need the medicine in the future you can still request it.
- If you need to go into hospital, please remember to take all your medicines with you in a clearly marked bag
- Please remember that your medicines are prescribed only for you; It's not safe to share them with anyone else!

**Save money for your NHS.....**

**Help to reduce the issue of wasted medicines!**

## Flu Vaccination Campaign 2017

**DON'T GET  
THE FLU.  
DON'T SPREAD  
THE FLU.**

**GET VACCINATED.**

[cdc.gov/flu](http://cdc.gov/flu) 

The next Flu Vaccination Campaign starts again in September.

Additionally to last year, all 3 surgery partners are now trained and qualified to administer the flu vaccine. Including the practice nurses, the surgery will now have 7 members of staff available to vaccinate patients.

This should ease the waiting list greatly and allow the surgery to vaccinate all patients that require this service.

The flu line opens on the 4<sup>th</sup> September 2017. To make an appointment for a vaccination please call 01529 462708 Monday to Thursday between 10:00am and 1:30pm.

The annual Saturday Flu Clinic will begin on 23 September 2017 for 3 consecutive Saturdays. During that period, approximately 1,500 vaccinations will be administered. Later in the campaign the surgery will offer flu vaccinations on Thursday afternoons.

**Support your local Medical Centre Vaccination Campaign and stay flu free this winter!**







## Stay Safe in the Sun!

Now that summer has arrived, protect your skin and eyes in the sun.

According to NHS UK, skin cancer is one of the most common cancers in the UK and too much sun can increase your risk.

Exposure to sunlight can also affect your eyes.

### How does the sun damage your skin?

- The UV rays penetrate deep into the skin and damage cells. These cells are then at risk of becoming cancerous
- You can't feel UV damaging your skin, it happens even when the sun does not feel hot
- Getting sunburnt causes the top layers of skin to release chemicals that make blood vessels swell and leak fluid
- Skin turns red and feels hot and painful
- Severe sunburn can lead to swelling and blisters

### Who is at risk?

Skin cancer can affect anyone but most people at risk have:

- Fair skin that burns in strong sun
- Red or fair hair
- A lot of moles or freckles
- A personal or family history of skin cancer
- Already had sunburn especially when young

Cancer Research UK's SunSmart Campaign states that;

*"Sunburn is dangerous at any age but is especially harmful in children and young people and sunburn in childhood can greatly increase your risk of developing skin cancer later in life"*

## What can we do to protect and prevent?

Sunscreen can help reduce the risk of skin cancer and fight the effects of ageing caused by the sun.

To help protect your skin use a high sun protection product (minimum SPF 30) with UVA protection. Make sure you purchase a product with the UVA logo in line with the European recommendation.

Take extra care to protect children and babies. Their skin is much more sensitive than adult skin and repeated exposure to sunlight could lead to skin cancer developing later in life. Children under 6 months should be kept out of direct strong sunlight. All year round but especially from March to October children should:

- Cover up with suitable clothing
- Spend time in the shade (particularly from 11am to 3pm)
- Wear at least SPF 30 sun screen

## The Four Golden Rules!

1. Spend time in the shade during the sunniest part of the day when the sun is at its strongest, which is usually between 11am and 3pm during the summer months
2. Avoid direct sun exposure for babies and very young children
3. When it is not possible to stay out of the sun, keeping yourself well covered with a hat, T-shirt and sunglasses can give you additional protection
4. Apply sunscreen liberally to exposed areas of skin. The correct application of the product is just as important as the choice of the product itself. Re-apply every two hours and straight after swimming or towelling in order to maintain protection.

## Checking your skin!

The good news is that most skin cancers can be cured if detected early. It is important to check your skin regularly – about once a month. That way, you can notice changes taking place on your skin or to your moles as they happen.

### What should I look for?

When examining yourself, you should look out for moles or patches of skin that are growing, changing shape, developing new colours, inflamed, bleeding, crusting, red around the edges, particularly itchy or behaving unusually.

### Where should I look?

Examine your body from top to toe. Use a mirror to check your face, neck, chest and hips. Ask a family member or friend to look at areas you can't see such as your scalp, ears and back. Examine your arms, legs and even the soles of your feet and in between your toes.

### If in doubt, check it out.

If you notice anything unusual speak to your GP!



## Heat Exhaustion

Heat exhaustion occurs when the body cannot lose heat fast enough.

If it's not treated quickly it can lead to heat stroke which is a much more dangerous condition.

Signs of heat exhaustion include faintness, dizziness, palpitations, nausea, headaches, low blood pressure, tiredness, confusion, loss of appetite and hallucinations.

### Action to be taken

If you see someone showing the signs of heat exhaustion get them to rest in a cool place – ideally an air conditioned room.

Give them plenty of water and avoid alcohol or caffeine as this will increase dehydration.

Cool their skin with cold water by using a shower or cold bath or, if this is not possible, with a wet flannel or face cloth.

### Monitor them closely!

### Travel Immunisations:

Plan ahead to stay safe on holiday!



*If you require any vaccinations relating to foreign travel you will need to fill in a travel form and make an appointment with the practice nurse to discuss your travel arrangements. This will include which countries and areas within countries that you are visiting to determine.*

- It is important to make the initial appointment as early as possible – at least 8 weeks before you travel.
- A second appointment may be required with the practice nurse to receive some vaccinations if they are not a stock vaccine. This second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.
- Some travel vaccines are ordered on a private prescription and will incur a charge over and above the normal prescription charge. This is because not all vaccinations are included in the services provided by the NHS and is therefore a chargeable service.

To assist and speed the process prior to travelling, you can obtain a travel questionnaire either online or directly from the surgery. This should be completed before your appointment with the nurse.

Patients who are travelling abroad in future weeks are advised to check for any updated information relating to their destinations in case there are any changes by consulting the 'National Travel Health Network and Centre' website.



## **Text Message Reminders 2017**

### **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 now 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.

## **Diary Dates 2017**



### **Patient Participation Group (PPG)**

The next meeting of the Patient Participation Group (PPG) will be held at the Medical Centre on Wednesday October 25th 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 26<sup>th</sup> October 2017. 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](http://www.millviewmedicalcentre.co.uk)