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**Medical Centre**

**Newsletter**

**Summer 2016**

**Sleaford**

**Welcome to the summer 2016 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**

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**Appointments: 01529 460213**

**Dispensary: 01529 461964**

**FAX: 01529 460087**

**Out of Hours: 111**

**NHS Direct (24 hrs): 0845 4647**

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**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***

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**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***

**29, Handley Street**

**Sleaford**

**Lincolnshire**

**NG34 7TQ**

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**Appointments: 01529 305595**

**Dispensary: *See Heckington***

**Fax: 01529 305589**

**Out of Hours: 111**

**NHS Direct (24 hrs): 0845 4647**

***![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\SKP9LJEL\MC900431586[1].png]()***

**Practice opening hours**

***Monday 08:00-18:00***

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***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?***

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**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:**

**![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\XBPT10JT\MC900334030[1].wmf]()**

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

**![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\VLK8V3AN\MC900413596[1].wmf]()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.***

***![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\VLK8V3AN\MC900355891[1].wmf]()*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 1st February to 31st May 2016…… 924 appointments were missed wasting over 186.63 hours (11,198 minutes) 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![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\VLK8V3AN\MC900078762[1].wmf]()**

**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![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\VLK8V3AN\Pharmacy_Green_Cross.svg[1].png]()**

**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 mecicine cabinet.**

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

**Info:**

**National Self - Care Week**

**14th to 20th November 2016**

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**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.**

**What are UVA (Age) and UVB (Burn) rays?**

**The skin should be protected from both UVA (Dermis) and UVB (Epidermis) rays for the following reasons:**

* **UVA and UVB rays can trigger changes at the heart of our cells and damage their DNA**
* **UVA rays:**

**Penetrates deeply into the skin**

**Penetrates through glass and clothing**

**Accelerates skin ageing**

* **UVB rays:**

**Are partly stopped by the upper layers of the skin**

**Stimulate tanning**

**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.**

**What to look for in Sunglasses ![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\GAVGY1GA\Spektre-Sunglasses-6[1].jpg]()**

**Sunglasses can offer protection but not all of them are adequate.**

**When you are shopping for sunglasses choose a pair that has the following:**

* **The CE Mark and British Standard (BS EN ISO 12312-1:2013)**
* **A UV 400 label**
* **A statement that the sunglasses offer 100% UV protection**
* **Consider sunglasses with wide or wraparound arms.**

**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**

**Travel Immunisations:**

**Plan ahead to stay safe on holiday!**

**![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\3GMZ0L3C\summer_kids[1].jpg]()**

***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.**

**![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\XBPT10JT\MC900439798[1].png]()Text Message Reminders 2016**

**Benefits of Online Access:**

* **Ordering repeat prescriptions on line**
* **Book/check/cancel appointments**
* **Update address/telephone details**
* **Sign up to receive SMS text reminders**

**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.**

**Diary Dates 2016**

**The Medical Centre will be closed for training on:**

**Thursday 21st July (PM only)**

**Thursday 20th October (PM only)**

**The surgery extension is almost complete and it is envisaged that staff will be moving into the new building the week beginning 27th June.**

**We apologise for any inconvenience that this may cause.**

**The Care Quality Commission (CQC) are making a return visit to the surgery, this is planned for Tuesday 2nd August.**

**The vaccination campaign will commence in September. Call the Flu line for an appointment on**

**01529 461394 from 1st September.**

**![C:\Users\Rushbrook\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\482A493P\20121231-community-ring[1].jpg]()Patient Participation Group**

**(PPG)**

**The next meeting of the Patient Participation Group (PPG) will be held at the Medical Centre on Wednesday 22nd June 2016 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.**

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**The surgery now offers two new 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 Wednesday, Thursday and Friday from 08:30 to 18:00 (this is imminently going to run 5 days a week). 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.)**

***There’s lots of helpful information on our website:*** [www.millviewmedicalcentre.co.uk](http://www.millviewmedicalcentre.co.uk)