



# Medical Centre

## Newsletter

### Spring 2019

Welcome to the Winter/Spring 2019 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  
Secretaries: 01529 462706  
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.*

#### 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) MRCP**

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 1<sup>st</sup> 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 2<sup>nd</sup> October 2017.

## Nurse Practitioners

**Nurse Steve Field**

Steve joined the Practice in April 2011.

**Nurse Kate Hewson**

Kate joined the Practice on the 1<sup>st</sup> September 2015.

**Nurse Katherine Wilkinson**

Katherine joined the practice on the 1<sup>st</sup> August 2018.

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 Clare Shrouder**

Clare joined the practice in 2018. She is taking over as our Diabetes Lead undertakes all treatment room duties

**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.

**Irene Chester**

Irene joined the practice on 1<sup>st</sup> January 2019. She deals with all issues concerning phlebotomy.

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

Mrs Sue Lampkin – Sue joined the team on the 1<sup>st</sup> March 2018

Julie Read – Julie joined the dispensing team on the 15<sup>th</sup> January 2019.

### **Attached Staff**

Mr Arivusudar Nithiyanthan - 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 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 as

Practice Manager, Marcus supports the GPs and all other Health Care Professionals in delivering patient services helping in developing the extended services to enhance patient care.

**Mrs Jayne Ball:** Jayne joined the secretarial team in December 2016. She is the Surgery Coordination Manager.

### **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.

**Tracey Laverick:** Tracey joined the secretarial team on the 1<sup>st</sup> October 2018. She is responsible for the filing of all electronic documents from hospital appointments and summarising all old paper records on to the computer system.

**Miss Karen Hill –** Karen joined the practice in 2000 and has moved from dispensary to take the position of Medicine and Clinical Administrator.

### **Reception Staff**

**Mrs Michelle Rushen -** Michelle joined the practice on the 4<sup>th</sup> 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.
- **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.

**“How do I know which is the right service, it’s confusing?”**

## Be Self Care Aware



Keeping a well stocked medicine cabinet at home can help you self treat many minor ailments such as:

- Coughs
- Colds
- Grazes
- Small cuts
- Sore throats
- hangovers

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 Pharmacist or Doctor if the illness continues or becomes more severe.

## Pharmacy



Pharmacists advise and treat a range of symptoms such as:

- Diarrhoea
- Earache
- Painful cough
- Sticky eye
- Teething
- Rashes

This can avoid unnecessary trips to your GP or A&E department and save time.

No appointment is needed and most pharmacies have private consulting areas.

## GP/Doctor



GP's and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems such as:

- Arthritis
- Asthma
- Back pain
- Vomiting
- Stomach ache

## Minor Injuries



Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions such as:

- Cuts
- Sprains
- Strains
- Bruises
- Itchy rash
- Minor burns

They are normally led by nurses and an appointment is not necessary.

## A&E/999



A&E or 999 are best used in an emergency for serious or life-threatening situations such as:

- Severe bleeding
- Breathing difficulties
- Severe chest pain
- Loss of consciousness

If you're feeling unwell, unsure or if you need health advice and guidance for non-life threatening emergencies call NHS 111, 24 hours a day/7 days a week.



## 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.**

## 5 Ways to Stay Healthy this Winter



It may be getting colder outside but winter needn't be the unhealthiest time of the year for you and your family. Here are five ways to make sure that, even when your body is telling you to hibernate, you can keep healthy and fit, no matter what the weather like.

### 1. Banish winter tiredness

Many people feel tired and sluggish during winter. This is due to the lack of sunshine, which disrupts our sleep and waking cycles.

Try these tips:

- get outdoors in natural daylight as much as possible
- get a good night's sleep – go to bed and wake up at the same time every day
- de-stress with exercise or meditation – stress has shown to make you feel tired

### 2. Eat more fruit and veg

When it's cold and dark outside, it can be tempting to fill up on unhealthy comfort food. However, it's important to ensure you still have a healthy diet and include five portions of fruit and veg a day.

If you find yourself craving a sugary treat, try a juicy clementine or satsuma instead.

Winter vegetables such as carrots, parsnips, swede and turnips can be roasted, mashed or made into a soup for a comforting winter meal for the whole family. Explore varieties of fruit and veg that you may not normally eat.

### 3. Drink more milk



You are more likely to get a cold in winter, so make sure your immune system is in tip-top condition.

Milk and dairy products such as cheese, yoghurt and fromage frais are great sources of:

- protein
- vitamins A and B12
- calcium, which helps keep our bones strong

Choose semi-skimmed, 1% or skimmed rather than full fat and low –fat plain yoghurts.

### 4. Try new activities for the whole family



Don't use the cold winter month as an excuse to stay in and lounge around. Instead, get out with the whole family to try out a new activity – maybe ice skating, or taking a bracing winter walk on the beach or through the park or out into the countryside.

Regular exercise helps control your weight, boost your immune system and is a good way to break the tension that can build if the family is constantly cooped up inside the house.

### 5. Have a hearty breakfast



Winter is the perfect season for porridge. Eating a warm bowlful on a cold morning isn't just a delicious way to start your day. It also helps boost your intake of starchy foods and fibres.

These foods give you energy and help you feel fuller for longer, stopping the temptation to snack mid-morning. Oats also contain lots of vital vitamins and minerals. Make your porridge with semi-skimmed, 1% or skimmed milk, or water and don't add sugar or salt.

Add a banana, berries or other fruit for extra flavour and to help you hit your **5 A Day**

## Keep Warm – Keep Well



Cold weather can affect your health. Find out how to keep yourself well and your home warm during the winter.

### Why is cold weather a problem?

When the temperature drops below 8c, some people are at increased risk of:

- heart attack
- stroke
- flu
- pneumonia
- falls and injuries
- hypothermia

Cold weather can also affect people with mental health conditions, such as depression.

For further information, access:

[www.nhs.uk/conditions](http://www.nhs.uk/conditions) followed by  
/heart attack  
/stroke  
etc

### Who's most at risk?

Very cold weather can affect anyone but you are most vulnerable if:

- you're 65 or older
- you're on a low income (so can't afford heating)
- you have a long-term health condition, such as heart, lung or kidney disease
- you're disabled
- you're pregnant
- you have young children (new-born to school age)
- you have a mental health condition

## Be prepared

The Met Office provides weather forecasts on radio and TV, so listen in to these bulletins regularly to keep up-to-date with the weather.

Severe weather warnings are also issued on the Met office website ([www.metoffice.gov.uk/](http://www.metoffice.gov.uk/)) or you can call the Weather Desk help line on 0370 900 0100 or 01392 885 680.

The Met office also has advice on 'getting ready for winter' ([www.metoffice.gov.uk/barometer/get-ready-for-winter](http://www.metoffice.gov.uk/barometer/get-ready-for-winter))

The website includes suggestions for practical things you can do to prepare for winter weather, including cold, ice and snow, high winds and flooding.

## How to keep your house warm

Follow these tips to keep you and your family warm and well at home:

- if you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C (65F)
- keep your bedroom at 18C all night if you can – and keep the bedroom windows closed
- during the day you may prefer your living room to be slightly warmer than 18C
- to reduce the risk of **sudden infant death syndrome (SIDS)**, babies should sleep in rooms heated to between 16C and 20C
- if you're under 65, healthy and active, you can safely have your home cooler than 18C, if your comfortable
- draw curtains at dusk and keep doors closed to block out draughts
- get you heating system checked regularly by a qualified professional

## Help with the heating costs

You may be able to claim financial and practical help with heating your home.

Grants available include the **Winter Fuel Payment** ([www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)) and the **Cold Weather Payment** ([www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)).

The Energy Saving Trust has advice on how to reduce bills and make your home more energy efficient. They can also advise on grants and schemes available around the UK.

Find out more online at ([www.energysavingtrust.org.uk/Take-action](http://www.energysavingtrust.org.uk/Take-action))

## Protect your health in the cold

If you start to feel unwell, even if it's a cough or cold, don't wait until it gets more serious;

**Seek advice from your pharmacist.**

Follow these tips on keeping well in the cold:

- get the flu jab
- wear several layers of clothes rather than 1 chunky layer – clothes made from cotton, wool or fleecy fibres help to maintain body heat
- use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- have at least 1 hot meal a day – eating regularly helps keep you warm; and make sure you have hot drinks regularly
- try not to sit still for more than an hour or so indoors – get up and stretch your legs
- stay active – even moderate exercise can help keep you warm
- wrap a scarf loosely around your mouth when outdoors – add a hat and wear shoes with a good grip
- if you have a heart or respiratory problem, stay indoors during cold weather

## Look in on vulnerable neighbours and relatives



Check up on older neighbours and relatives and those with heart or respiratory (breathing) problems, to make sure they:

- are safe and well
- are warm enough, especially at night
- have stocks of food and medicines so they don't need to go out during very cold weather

If you're worried about a relative or elderly neighbour, contact your local council on ([www.gov.uk/find-local-council](http://www.gov.uk/find-local-council)) or call the Age UK helpline on 0800 678 1174 (8am to 7pm every day).

If you're concerned that the person may be suffering from hypothermia, contact NHS 111.

## “How long will my infection last?”

### Sore throat



Most sore throats get better within 7 to 8 days.

### Cold



Most colds will get better within 14 days.

### Cough



Most coughs get better within 21 days.

### Earache



Most earaches get better within 8 days.

If these infections last longer than the stated times, contact your pharmacy or GP.

Antibiotics do not work for viral infections such as these!

## Pre-Bookable Extended Access Appointments



We are pleased to be able to offer our patients access to routine, pre-booked appointments at evenings and weekends from Monday 24<sup>th</sup> September.

The new service is part of an extended access service which has been commissioned by NHS South West Lincolnshire Clinical Commissioning Group.

Extended hours run between 18:30 and 20:00 weekdays and 09:00 and 12:00 Saturday and Sunday and are available on bank holidays and across the Easter, Christmas and New Year periods.

Appointments are for pre-bookable, non-urgent consultations with GPs and Nurses. Examples of these include chronic illness, asthma checks and routine GP appointments.

The service is being delivered at Sleaford Medical Group and managed by a federation of GPs in the Sleaford area. This means that your appointment could be with a health professional from any of the federation practices.

To arrange an appointment, please speak to your practice receptionist.

When booking an appointment you will need to consent to a Consulting Clinician that may not be your own GP viewing and updating your health record.

## Important things to remember when using Extended Access:

- These are pre-bookable and not urgent, acute 'on the day' matters.
- Booked in advance through your own GP reception.
- May be with a health professional from any of the federation practices.
- At:  
**Sleaford Medical Group,  
Riverside Surgery, 47 Boston Road, Sleaford, Lincolnshire, NG31 7HD.**
- Extended Access hours are between:  
**18:30 and 20:00 weekdays  
and 09:00 and 12:00  
Saturday and Sunday.**
- These appointments are additional capacity across the federation practices.

If you would like more information please ask at 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 and Thursday from 08:30 to 18:00. Patient referrals are instigated directly from the surgery clinicians.

- **Ultrasound Clinic** – This clinic is now available weekly.

### 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 1<sup>st</sup> October to 31<sup>st</sup> December 2018.....552 appointments were missed, which wastes 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**



### Text Message Reminders 2019

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 by completing a consent form available from our website or from reception.



## Recognise the symptoms of SEPSIS



<b>S</b>	<b>E</b>	<b>P</b>	<b>S</b>	<b>I</b>	<b>S</b>
Shivering, fever, or very cold	Extreme pain or general discomfort ("worst ever")	Pale or discolored skin	Sleepy, difficult to wake up, confused	"I feel like I might die"	Short of breath



## Sleaford Voluntary Car Service



At present the voluntary car service does not have a central telephone number and booking system. Efforts have been made to find suitable premises that could be used for this service but unfortunately with no success.

A patient using the service will normally have the number of a driver who they use if required. For future appointments, if a patient contacts their regular driver and they are unavailable, the driver will usually give the patient the contact details for an alternative volunteer.

Sleaford volunteer drivers are paid directly by the patient at a rate of .45 pence per mile, which starts from the driver's home. Patients are asked to give drivers as much notice as possible when requiring transport, a minimum of 24 hours but more if possible.

List of drivers and contact details;

- Dick Oakey: 01529 413860 or 07706457737
- Ron: 07845201428
- Jim Holland: 01529 455682
- Gary: 07936566210
- Jim Bond: 01529 415635
- Dennis and Jean(husband and wife, both drive): 01529 305027
- Paul Sharpe: 01529 414538 or 07872463680

**Heckington Voluntary Car Service**  
**01529 460809**

**TASL Ambulance Service**  
This service is in addition to the voluntary car service for all hospital appointments.  
**0808 164 4586**

## 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.

### Useful contact numbers:

Coop Pharmacy: 01529 460248  
Tesco Pharmacy: 0121 519 5431  
Gohill Pharmacy: 01529 302051  
Boots Pharmacy: 01529 302110  
Riverside Pharmacy: 01529 301830

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

### Diary Dates 2019



#### Patient Participation Group (PPG)

The next meeting of the Patient Participation Group (PPG) will be held at the Medical Centre on Wednesday March 20th 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.

