



## COLWALL SURGERY WINTER NEWSLETTER

December 2013

### **Surgery Opening Times, Prescription Requests and Handing in Samples over Christmas**

#### **Surgery Opening Hours**

The week before Christmas, we are open as normal from 8am to 6pm Monday to Friday. However, during the Christmas period and New Year we are closed on the three Bank Holidays of the 25 & 26th December 2013 and the 1st January 2014. If you need to contact a Doctor during the times we are closed, please telephone the **Out of Hours Service on 111**

#### **Prescription requests**

As we are only closed for 3 extra days, there is no need to put in prescription requests any earlier than you normally would. We do ask that you allow at least 48 hours for your prescription to be processed, however if you will be running out of medication just before, during or just after the Bank Holidays, please put your prescription request in up to one week before it is required. The same applies to any patients using the Patient Access facility.

#### **Handing in Samples**

We would ask that when handing in samples please ensure your name and date of birth are on the sample container and you put the sample in an envelope with your name and address on. If you have had a blood test or sample sent off for analysis just before, during or after the Bank Holidays please allow extra time for the results to be available. Please wait at least seven days before ringing for the result and the best time to ring for results is after 2pm to ensure they have been reviewed by the Doctor.

### **Personal Health Budgets**

From April 2014, people receiving NHS Continuing Healthcare and families of children receiving continuing care, will have the right to have a personal health budget. This is like a social care personal budget, but it is for health needs.

#### **What is a personal health budget?**

Personal health budgets transfers some of the control to a person around what services or care best meets their needs. This helps decisions to be made which incorporate the knowledge of both the person and the healthcare professional.

The aim is to give people the opportunity to develop solutions to their health care needs, to have a plan this is individual and tailored to them.

At the heart of a personal health budget is a care plan which sets out the person's health and wellbeing needs and desired outcomes, the amount of money in the budget and how this will be spent. This care plan should be developed in partnership with the service user and health care professionals.

#### **The personal health budget can be managed in a number of different ways:**

1. **Notional Budget.** No money changes hands. You find out how much money is available and talk to your local NHS team about the different ways to spend that money on meeting your needs. They will then arrange the agreed care and support.
2. **Real budget held by a third party.** A different organisation or trust holds the money for your and helps you decide what you need. After you have agreed this with your local NHS team, the organisation then buys the care and support you have chose.
3. **Direct payment for healthcare.** You get the cash to buy the care and support you and your local NHS team decides you need. You have to show what you have spent it on, but you, or your representative, buy and manage services yourself. Direct payments for healthcare will be available by April 2014.

Find out more by going to the link below:

[WWW.personalhealthbudgets.england.nhs.uk](http://WWW.personalhealthbudgets.england.nhs.uk) or by asking your SIL Advisor or Team Co-ordinator.

### **DID YOU KNOW ?.....**

....that during the month of November 2013 we had 76 missed appointments! That means days of GP and Nurse time were wasted on patients who didn't arrive for their appointment. If you cannot attend your appointment, please let us know. Someone else could then use that time.



*Happy Christmas...*

*..... We would like to wish*

*all our patients a*

*Merry Christmas and a Happy*

*New Year,*

*from all the Staff*

*at the Surgery*

## Our Appointments System

There are various ways to either see or speak to a GP. We are a small GP practice and try to provide enough appointments to meet people's needs in a fair way. We continually monitor our appointment system and aim to adapt as the need arises.

### **1. Urgent appointments for the day:**

Patients can telephone the surgery on the day for an **URGENT** appointment. Usually these are for patients who need to see a doctor urgently on that day. The receptionist may ask a few questions to see if the need to see a doctor is urgent or can wait a day or so.

### **2. Pre-bookable appointments:**

Patients with ongoing problems who may need reviewing or problems that are not urgent can be dealt with using this appointment. Also, reviewing medication for patients by the Doctors can be done with this appointment.

### **3. Worker only appointments:**

These appointments are for patients who work and they are at the end of the day.

### **4. Telephone Consultations:**

Patients can book an appointment to speak to the Doctor, which saves coming into the Surgery. A brief description of the reason for the call and telephone number will be recorded by the Receptionist and an indication of the time when the Doctor will telephone you is given.

### **5. Appointments for the next day.**

Patients may telephone and book an appointment for the next day after 2pm. There are a very limited number of these appointments.

## Home Visits

We offer a home visiting policy to those who are: either completely house bound; unable to get to the surgery when an urgent medical assessment is deemed necessary (this is a decision made by the Doctor); or confined due to a disability.

For all other situations we encourage patients to come to the surgery as we are able to make use of all the medical equipment available within the practice, thereby providing a more comprehensive service. It is also more time efficient allowing 2-3 people to be seen rather than one individual.

If you have any suggestions or do not understand this system, please do ask at reception.

Thank you for your co-operation and understanding.

## **Winter Ailments**

Your local Pharmacy is a good source for advice to help beat winter coughs and colds. They can advise whether or not you should see your GP and they can supply useful medication if you are feeling unwell. Often the problem is viral, and not bacterial, and anti-biotics will not help get rid of a cold or flu symptoms. Stay indoors, rest and drink plenty of fluids.

## QUICK CONTACT GUIDE

**Colwall Surgery:** 01684 540323

**Out of Hours:** 111

**NHS Direct:** 08 45 46 47

**District Nurses Team:** 01531 638414

### **Minor Injuries Unit (MIU)**

Ledbury: 01531 632488

Malvern: 01684 612619

### **Walk-in-Centre**

Hereford (Asda): 0330 123 9309

Worcester: 01905 879100

### **Hospitals:**

Alexandra Hospital Redditch: 01527 503030

Gloucester Royal Hospital: 01452 528555

Hereford:County Hospital: 01432 355444

Ledbury Community Hospital: 01531 632488

Malvern Hospital: 01684 612619

Worcester Royal Hospital: 01905 763333

### **Dental Access Units:**

Gaol St Clinic Hereford: 01432 378920

Malvern: 01684 612754

Worcester: 01905 724633

**NHS Herefordshire:** 01432 344344

**NHS Worcestershire:** 01905 760000

**Local Access Point:** 01432 347690

### **(Adult Social Care; Intermediate Care & Reablement; Adaptation Occupational Therapy)**

### **Other Useful Numbers:**

Age Concern (Ledbury): 01531 631280

Age Concern (Worcester): 0800 008 6077

Carers UK Helpline: 0808 808 7777

Herefordshire Carers Support: 01432 356068

Worcestershire Carers Unit: 0800 389 2896

Colwall Care Scheme: 01684 540196

Dial-a-Ride (Ledbury): 01531 635503

Dial-a-Ride (Malvern): 01684 891121

## **Have you had your Flu Vaccination yet?**

Anyone who is either over 65 years of age, or Under 65 considered to be 'At Risk', or Pregnant or a 'Carer' are entitled to a Flu Vaccination. The flu vaccination protects against several common flu strains. In most cases flu causes a moderate illness in people. However, sometimes very vulnerable or frail people who get flu are at greater risk from being very poorly. Please telephone the Surgery to seek advice or to make an appointment to have your flu vaccination.