



Spring Newsletter 2013

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Thank you

Firstly we would like to say a big thank you to all the patients who very kindly brought gifts in for the Doctors, Nurse's and the Reception team for Christmas and all of the lovely Christmas cards that we received.

Surgery News

As a result of feedback from our PPG Group you may have noticed some of the new equipment in the surgery.

We have been very lucky to get a Appointment Screen as you first enter the reception area. This machine will enable you to book in for your appointment with nurse/doctor. We would ask that all patients use the machine to book in for your appointments, should you be unsure please ask and one of the receptionists will be happy to show you how to use the machine.

The machine will enable the receptionists to have more time to do there day to day duties.

We have also got a screen for the waiting room. We are currently awaiting for a engineer to finish installing this. Once up and running the screen will give patients information on clinics we are holding etc.

Patient Participation Group

Our Patient Participation Group (PPG) has been up and running for just over a year now. The aim of the group is to encourage communication between the patients of the Surgery and its staff.

The PPG meets every 3 months both with members of the Practice which includes a GP representative, an administrative/reception representative and the Practice Manager.

We currently need some new members for our PPG Group. We are looking for patients between 18-45 who would be happy to spend an hour every 3 months to come to PPG meetings at the surgery. We are hoping to start running the meetings on an early evening to enable those patients that work or have young families etc to be able to attend.

If you are interested in joining the PPG Group please give your details to one of the receptionists.

Staff News

We are sad to announce that our Health Care Assistant Lisa Preece will be leaving the surgery at the end of March after being with us for 9 years. On behalf of the Doctors and all of the staff we will miss her very much and would like to wish her well in her new job.

We will shortly be looking to recruit a new member of staff to replace Lisa and will let you know when we have appointed someone.

You will also notice that we have a new member of staff in our receptionist team. We would like to say a warm welcome to our newest member of staff Jeremy who will be working in reception on a Monday, Tuesday, Wednesday and Friday.

Wasted Appointments for the Doctors and Nurses

Throughout November, December and January, despite having booked them, there were appointments not used by patients. This figure amounts to over **31 1/2 hours** of clinical time wasted. If you are unable to attend an appointment you have booked with either the Doctor or a Nurse please telephone the surgery to cancel it as we are often able to fill these appointments at very short notice.



Did You Know.....

- It is important to update your details with the surgery if you change your: address; telephone number; mobile phone number name; or email address. Keeping your details up to date helps us be able to contact you if we need to.
- You can order repeat prescriptions by email. Just ask for a form at Reception

COLWALL SURGERY
INFORMATION FOR PATIENTS
APPOINTMENTS TO SEE OR SPEAK TO A GP

There are various ways to either see or speak to a GP. This is to ensure we try to meet everyone's needs. We are a small GP practice and try to provide enough appointments to meet everyone's needs.

1. 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.

2. Worker only appointments:

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

3. 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.

4. 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.

5. 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.

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

Thank you.

Holiday Vaccinations

Please ask at reception or complete a travel vaccination form online at our website for advice on what vaccinations you may require for your holiday. The Practice Nurse's do ask that you complete the forms at least 6 weeks prior to travel as some courses of treatment require several doses before you travel. Should you book a late holiday and you have limited time before you travel you may be asked to attend a private travel clinic..

Once your travel form has been received the Practice nurse's ask that you allow two weeks for them to access what vaccinations you may require and then phone the surgery to make an appointment to begin your course of treatment..

Please note that we cannot provide yellow fever vaccinations at the surgery and you would need to contact a licensed yellow fever clinic. For details on the nearest clinics you can go to www.nathnac.org/yellowfevercentres.

We do offer vaccinations such as Rabies and Japanese Encephalitis but these are not kept in stock. If you require either of these vaccinations we will have to place a specific order for you and in these instances we ask that you pay the full cost of the cost of treatment before we place the order for the vaccinations.

Should you require a prescription for Anti-Malaria medications then a private prescription will be needed. Please be aware that we do charge a fee for private prescriptions and you will also be charged a fee from the chemist you go to for the medication.

Herefordshire Clinical Commissioning Group

The NHS and Social Care Act of 2012, which comes into effect in April 2013 will result in fundamental changes to the way health and social care services are commissioned. The act abolishes primary care trusts (PCTs) and they will be replaced by GP led clinical commissioning groups.

GPs in Herefordshire, along with other colleagues from their GP practices, have agreed to come together in a single county wide clinician-led commissioning model called the Herefordshire Clinical Commissioning Group.

Herefordshire has been chosen by the government as a pathfinder: this means it is leading the way on these changes. The Herefordshire Clinical Commissioning Group is working towards authorisation as a statutory organisation from April 2013. During the coming year, HCCG will continue to work closely with partners to make sure that patients continue to get the best healthcare results both during the transition and in the future.

Not all GPs are directly involved in commissioning services and patients will see no difference when they visit their local surgery. Every GP will however be part of a wider forum and will be able to highlight any issues to the CCG, making sure that the concerns and needs of patients are being met.

Accident & Emergency (A&E)

The primary function of any A&E is to save lives, whether it be from a serious injury or a life threatening disease. Our A&E departments are very busy, and we can help reduce this by only going to A&E when it is absolutely necessary.

You should call 999 if you, or somebody, else needs emergency care fast such as:

- Loss of consciousness
- Acute confused state
- Fits that are not stopping
- Persistent, severe chest pain
- Breathing difficulties
- Severe bleeding that cannot be stopped

When is it appropriate to use A&E?

- You have chest pain
- You suspect you have a broken bone
- You need treatment for something that is not life threatening which can't be dealt with elsewhere.

When is it NOT appropriate to use A&E?

- When you can't get an appointment with your GP
- When you think you might need antibiotics or other forms of medication that you use regularly.

Where else can access Medical Care that is not life threatening?

- NHS Direct (available 24 hours a day) can give health information & advice. Telephone Number 08 45 46 47
- NHS Choices website can put you in touch with local services. <http://NHS Choices: Your Health, Your Choice>
- Walk-in-Centres are available to offer a range of treatments every day including the weekends & outside of normal office hours. They can: give health advice; emergency contraception; treatment for minor ailments & infections.
- Minor Injury Units (available 24 hours a day) can give urgent care for things such as: cuts; sprains; minor burns.
- Pharmacies can offer advice for: Minor Ailments; Medicinal advice; Allergies; Bites & Stings; Coughs & Colds; and much more.

PLEASE THINK BEFORE YOU GO TO A&E IF AN ALTERNATIVE SERVICE MIGHT BE BETTER FOR YOUR PROBLEM.

QUICK CONTACT GUIDE

Colwall Surgery: 01684 540323
Out of Hours: 0330 123 9309
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

