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### **Electronic Prescription Service**

We have successfully introduced the Electronic Prescription Service (EPS) which is an NHS Service giving you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

#### **What does this mean for you?**

If you collect your repeat prescriptions from your GP you will not have to visit the practice to pick up your paper prescriptions. Instead, your GP will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop etc. You may not have to wait

### **The Future of general practice?**

Why is my GP surgery important?

GP surgeries are at the heart of our communities. Here in the UK, we value good access to health advice and treatment close to home. Our GP service is respected across the word and trusted by patients. It is the cornerstone of the NHS. But there are problems. GP's are facing increasing challenges which are affecting their ability to deliver services as they and we expect.

What has changed?

GPs across the UK report there is not enough time to meet all the needs of their patients. Demand for appointments keep rising. Older and vulnerable people with complex issues need to spend more time with their GP. The number of people over 65 in the UK reached 10.8 million in 2012 and is predicted to hit almost 18 million by 2037. Already, more than 18 million people, many of working age, live with at least one long-term condition such as asthma, arthritis or diabetes. Pressures on the system mare resulting in GPs retiring early and doctors are not choosing general practice as a career. Therefore it is likely that there will be fewer GPs to go around despite the increasing demand and the situation could get worse year on year. But patients need their GP now more than ever.

How does this affect me?

You often have to wait much much longer to see your GP—Every year, over 26 million people in England wait more than a week to see their GP.

You don't get to spend enough time with your GP—There are not enough hours in the day for GPs to carry out all the tasks now expected of them. The standard GP appointment isn't long enough for many patients.

You don't have access to all of the services you need at your GP surgery—Too many GP practices are in unsuitable buildings and don't have space or facilities to meet peoples needs.

What is the BMA calling for? - The BMA has launched the Your GP cares campaign to support GPs and their practice teams in seeking improvements.

They are calling for long term, sustainable investment to:

- Ensure there are enough GPs to meet your needs
- Ensure GPs have the right team around them to help deliver the services you need
- Ensure GP premises are fit for purpose

Can I help make change happen?

Yes. You can make a difference, This is how you can help:

- Fill in the petition in the waiting room and pop it in the box provided
- Join the campaign at [bma.org.uk/YourGPcares](http://bma.org.uk/YourGPcares)
- Put pressure on your local Politian—find out at [bma.org.uk/YourGPcaresaction](http://bma.org.uk/YourGPcaresaction)
- Follow @the BMA on Twitter—Promote the campaign and discuss the issues using #YourGPcares

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

....that during the month June 2014 we had 33 missed appointments! That's 3/4 of a 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.



### **UPGRADE TO OUR TELEPHONE SYSTEM**

Following the results from our Annual Patient Survey (attached to this newsletter) and support from the Patient Liaison Group (PLG), Colwall Surgery is delighted to announce that the telephone system has been upgraded. One of the common complaints has been that the telephone line was constantly engaged, particularly in the morning. The new phone system will overcome this by placing all calls in a queue, which will be answered in order. Therefore, you will no longer need to keep redialling the surgery until you get through to one of the receptionists.

Please be aware that we are constantly reviewing the way we maintain a service to the benefit of our patients.

## Ear Syringing

We would like to take this opportunity to explain what patients need to do before they book in for an ear syringe with the Nurse:

- Make an initial 10 minute appointment with the nurse to check your ear as it may not be wax that is the problem
- If nurse confirms your ears need syringing they will give you a leaflet with instructions on how to apply the oil.
- make an appointment for this to be done at least 10 days after you are going to start putting oil into the effected ear.
- When applying the oil the nurse advise the use of olive oil .

## Holiday Vaccinations

If you are thinking of travelling abroad over the summer you may need to talk to the nurse who can advice you on any vaccinations you may need, and also provide information on the risks present in the area you are travelling to. Please note that some vaccinations are not provided with the NHS, and are given as part of a private service run by the surgery, so therefore do incur charges. You may also need to be prescribed items on a private prescription, such as Malaria tablets, which will incur a charge for the issue of a private prescription item. Details of our charges can be found on the wall of the reception area.

**PLEASE MAKE SURE YOU FILL IN A TRAVEL FORM AND RETURN IT TO THE SURGERY AT LEAST 3 MONTHS BEFORE YOU ARE DUE TO TRAVEL.** Some courses of vaccination can take up to 3 months to complete, so if you leave it until the last minute you may not be fully protected before you travel.

Travel forms are available on our website or from the reception desk, and once you have filled in a form we ask that you contact the surgery after 10 days and once of the receptionists will be able to advice you if you need to make an appointment to see the nurse for any vaccinations.

If you book a last minute holiday and there is insufficient time for you to have travel vaccinations at the surgery you may be asked to contact a private travel clinic to have your vaccinations done.

## Over 75 Years old—Named GP

The GP's are currently in the process of notifying all patients over the age of 75 who there named GP is.

If you are over 75 and you haven't heard from the GP by the end of September 2014 please contact the surgery and we will arranged for one of the GP's to contact you.

## ANNUAL FLU CLINIC

Even though we are currently in the middle of summer we wanted to keep all our patients updated with details of our Annual Flu Clinic.

This year the clinic will be held on the 11th October 2014.

Last years flu clinic in the Village Hall was a huge success and we have therefore decided to hold the clinic at the Village Hall again this year.

As usual we are not making appointments this year, but would ask where your surname corresponds with the times given below that you attend at that time. Please **do not** telephone the surgery to make your appointment.

A – F	10.00 – 10.30
G – M	10.30 – 11.00
N – S	11.00 – 11.30
T – Z	11.30 – 12.00

We will also be having another coffee morning and cake sale as I think you will all agree this was a great success and was so nice to see so many of our patients meeting up and enjoying the refreshments. The proceeds from the coffee morning and cake sale will again be split between MacMillan Nurses and Colwall Care Fund. We would therefore welcome any donations of cakes on the day or prizes for a raffle.

## QUICK CONTACT GUIDE

<b>Colwall Surgery:</b>	01684 540323
<b>Out of Hours:</b>	111
<b>NHS Direct:</b>	08 45 46 47
<b>District Nurses Team:</b>	01531 638414
<b>Minor Injuries Unit (MIU)</b>	
Ledbury:	01531 632488
Malvern:	01684 612619
<b>Walk-in-Centre</b>	
Hereford (Asda):	0330 123 9309

## 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
<b>NHS Herefordshire:</b>	01432 344344
<b>NHS Worcestershire:</b>	01905 760000
<b>Local Access Point:</b>	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

## Online Appointment Booking

We now have the facility to make a small number of appointments with the Doctors/nurses.

To be able to make these appointments you will need to have registered for Patient Access.

Once registered you will be able to search for available appointments and book them online.

If you would like to register for Patient Access please ask at the reception desk and one of the receptionists will be able to print out the passwords you will need to register for this service.