

THE SANDRINGHAM SENTINEL

May 2014

Welcome to the new look Sandringham Practice newsletter! Bringing you all the relevant news about what is happening at the surgery.

All change!

Since the last edition, we have welcomed 2 new members of reception staff, Alison Acris and Jordan Batty. They have proved to be invaluable additions to the team. We also welcome on board our new nurse Ann Grain, who has just joined us from Regent Square Practice. Welcome to all and we hope you will be very happy here!



March also saw the retirement of Dr Turner after nearly 9 years at the practice. She has been an invaluable member of the team and will be sorely missed. We wish her all the very best in what will hopefully be a very long and happy retirement.



This month also sees Dr Auckloo going off on Maternity Leave until the new year. The wonderful news is that she safely delivered a baby boy, Zachariyya last week (albeit a little sooner than expected!!) Many congratulations to Dr Auckloo and her husband.

Advanced Nurse Practitioners...A new development for Sandringham Practice

The last few weeks has seen our lead nurse, Jayne Clamp, stepping into her new role as Advanced Nurse Practitioner. This is a new nursing role which has been extremely beneficial in other practices. Jayne has completed additional training to enable her to run her own clinics in which she can deal with a wide variety of problems and health care needs. She is able to prescribe, arrange investigations and refer onto to the hospital as necessary. She cannot, however, provide sick notes. This is an exciting new development and hope this continues to bring great benefit to the practice.

Your Patient Participation Group Needs YOU!!!

This group has met twice in the last couple months and it has been



a really valuable experience. We always hope to be providing the best service possible, but it is helpful to hear what you, our patients think. You have some fantastic ideas and together we hope to be able to bring the surgery forward to be even stronger in the future. For the group to work best, it is important that we get a true cross section of our patient population so that we can hear the opinions of ALL our patient groups. We are particularly looking for young people, those with families and people for whom English is not a first language. Interested? Please leave your details with reception or contact Richard Langthorp, Practice Manager for more details.

Telephone Access

One of the things that came out of the meetings was the frustration a lot of patients have in our current telephone access - difficulty getting through, especially in the mornings, and we will be looking at various possible solutions in the coming months including splitting telephone lines and possibly having certain times of the day for patients to ring for results etc. Please bear with us while we try these alternatives. We are simply trying to find the most satisfactory solution, but until we try these different options, we won't know which works best.

Health Visitors and Baby Clinic

Sadly the Health Visitors have now moved out of the building. **Baby clinic IS still running on Thursday afternoons at the surgery and will continue to do so until further notice.** The Health visitors run their Healthy Child drop in clinic at the Children's Centre on Ardeen Road on Tuesday afternoons from 1.30-3.30pm. They can also be contacted on 01302 737132



Mammograms...

Patients of Sandringham Practice, who are due a mammogram, will be called for in August.

Repeat dispensing....

For patients who have repeat prescriptions for medications where the doses have remained unchanged for several months, this service may well be for you! It avoids the need for you to drop your prescription in monthly at the surgery. Instead up to 12 prescriptions can be authorised by the GP and the scripts sit with the pharmacy to be either collected or delivered on a monthly basis. No waiting for your GP to sign your script! No mislaying of script between GP and pharmacy! Easy peasy! This service is obviously not going to be for everyone,



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especially those with medications that change regularly, but there will be many of you out there who could find this service of great benefit (for example those with hypertension and those with hypothyroidism). Interested? Then speak to your local pharmacist who will be able to give you more information.

Chronic Disease Reviews

It has been the plan for the last few years to invite patients with chronic diseases (e.g. asthma, COPD, hypertension, heart disease) for an annual review in their birthday month, so that there is a fairly even spread throughout the year (some may be called a little early or late during particularly busy times of the year). These reviews are important opportunities for the medical staff to review your condition, medications and answer any questions you may have. It may be that you have been called for an annual review only a few months previously, i.e. not in your birthday month, please bear with us while we try and get everything in sync.

Prescriptions

Please remember that it takes 48 hrs from dropping a request for medications in, to the script being generated and signed. This also applies for requests for medications not on repeat.

Are you aware of the different ways repeat prescriptions can be requested?

There are a number of options: in person, by post, on line, by telephone, and as mentioned previously, repeat dispensing.

Have we got your correct details on record?

PLEASE ensure we have your up to date contact details. Many of you will be aware that we are increasingly using text message as a means of communication, and as a reminder service for appointments. It will only work though if we have your correct number!



Remember your appointment...

PLEASE remember to attend your appointment, and if you are unable to attend, please be kind enough to cancel it rather than just not turn up. Appointments are precious and shouldn't be wasted and if you can't make it, cancelling enables someone else to make use of that slot. The practice has a policy of asking patients to leave the list if they fail to attend appointments on 3 occasions in a 6 month period. Should you need to cancel an appointment you can respond to the text reminder sent which will automatically cancel the appointment or send a text to our text cancellation number on 07521 665649.

Sick Notes

You don't routinely need to see a doctor for a sick note to be issued. Often this can be arranged after discussion with a doctor during a telephone consultation. If you think a note is required, please let reception staff know so that an appropriate telephone appointment can be arranged.



Extended hours:

Are you aware that we hold early morning surgeries on Tuesdays, Wednesday and Thursday mornings between 7.30 and 8am and late night surgery on Wednesday evening from 6.30-7pm? We hope that providing these extended surgeries, there is greater access, especially for those patients who, because of work or other commitments, struggle to get to appointments in regular surgery hours.



Thank you for bearing with us.....

Thank you all for your patience in recent months.

As you will be aware, there has been a lot of change over the last twelve to eighteen months at the surgery with staff changes, new software system implementation so it is fair to say we have all been in a bit of a state of flux! Hopefully though, all our new staff are settling in nicely, we are all getting to grips with the software and we are hoping to be even more efficient in the future.

Suggestions?

If there is something that you feel we can change, or if there is something you would like to see here in the newsletter, LET US KNOW!!! There is a suggestion box in the waiting room. Pop your suggestion in! It can be anonymous if you prefer. If there is something you think we can do better, we would sooner hear about it from you, rather than to let it fester away unaddressed. We want to provide the best service possible and can only do that if we get feedback from you!

Don't forget the website...

www.sandringhampractice.nhs.uk

...for everything you need to know about everything we have to offer!

Until next time, stay healthy!

Dr Vicary