



NEWS LETTER

Volume 1 Issue 2

Trent Meadows Medical Practice

Trent Meadows and Stretton

SALLY SAYS:

Are You Planning A Holiday Abroad This Year?

Do you need travel vaccinations?

If you are travelling abroad depending on your destination some vaccinations may be required.

Ask at reception for our Travel Enquiry Form. This will allow us to identify the requirements for your trip.

Please allow at least 6 weeks before you travel to organise you vaccinations.

Please note there may be charges for certain vaccines.

New Year New Start?

Are you still thinking about stopping smoking or are you trying to quit but struggling on your own.

Help is available at the practice to support you. We have several staff trained to advise and support you. Please ask at reception for an appointment.

Aged 70 or 79?

If you are aged either 70 or 79 and have not been vaccinated yet against shingles please book an appointment with the practice nurse.

Hello and Welcome.

Hello and welcome to the second Newsletter compiled by the Practice and the Patient Participation Group (PPG)

I hope you all saw a copy of the first one, if not ask for a copy (back issues are available)! There is much going on and many changes in NHS land. Some of you may know how the NHS is changing both within East Staffordshire and nationally, but if not, more about some of the changes later. **It's that time of year again.** I don't mean the festive season or coughs and colds. It's time for the Annual Practice Survey. This survey is important. This year we decided to look at **Communication** in its many forms. One area that provokes the most grumbles and complaints is the appointment system so we thought we would take this opportunity to get your view on the subject.

TV or not TV? You can't help but have noticed the television screens in the waiting room. Contrary to some beliefs they have not been put there to annoy, or make sure you don't miss your morning 'telly' while you are waiting. They are part of a new communication system that will be up and running in 2014. The new doctors call system has already been started. What do you think of it? There is space to say on the Survey form.

Sue Adey (Patient and PPG Chair)

You will find a list of useful numbers and contacts on page 4

How do I make an Appointment?

Same Day Appointments.

Phone the surgery as soon as possible after 08.00 (at Branston) and after 08.30 (at Stretton). The phones are always very busy but you should be able to speak to someone before 09.00.

Firstly, you will speak to a receptionist who will take your phone number and arrange for one of the practice's doctors to ring you back within the hour. This is the 'Triage' system and is for urgent 'same day' appointments.

It means you will then have a short conversation with a doctor who will determine how soon your symptoms indicate you should see someone. This conversation with a doctor is normally quicker than a pre-booked 'telephone consultation'.

You will then be put back to the receptionist to make the actual same day appointment if the triaging GP thinks this is necessary.

Less Urgent Appointments

In this case you can telephone or visit the surgery at a less busy time to make an appointment.

You can often choose which doctor you wish to see.

Please note - appointments are normally released about 2 weeks in advance.

Test Results

These are only available to the receptionists on the surgery's computer system between the hours of 12.30 and 14.30 or 17.00 and 18.00 when it is less busy and more private to discuss your results.

Winter Cold?

Coughs and colds are usually caused by a virus where the main symptoms are coughing, blocked nose, headache, sore throat and a slight temperature.

There are things you can do to help yourself:

1. Rest
2. Drink Plenty of fluids
3. Take paracetamol to relieve aches and pains and reduce temperature

Speak to your local pharmacists regarding over-the-counter treatments.

When to see your Doctor

If you have chronic conditions such as asthma, COPD, diabetes or heart problems.

If you feel ill, have a severe headache, rash or abdominal pain.

If you have a high temperature, have a cough which is producing coloured sputum, or feel short of breath, then please call the surgery for advice about seeing your doctor.

Care. Data.

You need to make a choice.

By now every household in England should have received a leaflet about Care .data. This new information database will hold information about you and the care you receive. This will be shared, in a secure system, by healthcare staff to support your treatment and care.

It is important that the NHS can use this information to plan and improve services for all patients. The NHS would like to link this information from all the different places where you receive care, such as your GP, hospital and community service, to help them provide a full picture. This will allow them to compare the care you received in one area against the care you received in another, so they can see what has worked best.

Information such as your postcode and NHS number, but **not** your name, will be used to link your records in a secure system, so your identity is protected. Information which does not reveal your identity can then be used by others, such as researchers and those planning health services, to make sure they provide the best care possible for everyone.

You have a choice - If you are happy for your information to be used in this way, you do not have to do anything. If you have any concerns or wish to prevent this from happening, please speak to practice staff.

You need to make sure that you know this is happening and the choices you have.

*** This has now been delayed until the Autumn***

Bringing back old fashioned care ?

New GP contacts have been agreed.

Giving millions of elderly people a dedicated GP personally accountable for their care around the clock, will bring back the era of the old-fashioned family doctor, is how Health Secretary Jeremy Hunt announced changes to GPs contract with the NHS. GPs will ensure the four million patients, aged 75 or over, get all the treatment they need for physical and mental conditions.

Personalised care

GPs will oversee personalised care plans integrating all services, so the frail and elderly are better cared for in the community, reducing hospital admissions. Out of five million emergency admissions last year, one third were people over 75, and more than one million could have been avoided.

GPs' **new** responsibilities will include:

- **offering patients same-day telephone consultations;**
- **offering paramedics, A&E doctors and care homes a dedicated telephone line so they can advise on treatment;**
- **coordinating care for elderly patients discharged from A&E;**
- **regularly reviewing emergency admissions from care homes to avoid unnecessary call-outs in future; and monitoring and reporting on the quality of out-of-hours care.**

It is hoped this service will eventually be offered to millions more vulnerable people with long-term conditions that need more support.

Tick—box targets

To free up more time for doctors to devote to patients, burden some GP tick- box targets will be scrapped. There will be a reduction of more than a third in the Quality Outcomes Framework (QOF), which dictates how GPs should test and treat patients for specific conditions, such as diabetes and heart disease. Getting rid of this rigid, one-size-fits-all approach will improve patient care. Doctors will be trusted to use their professional judgement and make decisions based on what each individual patient specifically needs, taking all their conditions into account.

The money GPs currently earn from meeting these targets will instead be pumped into overall budgets and enhanced services.

Transparency

GP practices will publish results of a rigorous new inspection regime in surgery waiting rooms. The Care Quality Commission will develop an easy-to-understand ratings system based on four categories: Outstanding, Good, Requires improvement, and Inadequate.

GPs will also look at how to publish details of their earnings.

Choice

Practices will also be free to recruit patients from outside traditional boundaries, giving patients greater choice. Patients will also be given a clearer voice to feed back their views and experiences with the introduction of the Friends -and—Family Test to general practice. This will replace the annual practice survey.

Newsletter

I would really appreciate some ideas for inclusion in the Newsletter. It is after all a Patient Newsletter and I am trying to include items of interest. Ideas would be appreciated.

Send them to susanjadey@gmail.com or 07891791824 or leave a letter at reception.

Thanks.

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SURGERY OPENING TIMES :-

Monday to Friday 8.25am – 6pm

Branston:- 01283 845555 trent.meadows@nhs.net

Stretton:- 01283 537450 stretton.medical@nhs.net

Useful telephone numbers

Queens Hospital, Burton on Trent	566333
Cross Street Clinic	505800
Horninglow Clinic	505830
Royal Derby Hospital	01332 340131
South Staffordshire Health Authority	01785 252233
Leicester Royal Infirmary	0116 2541414
IDAS	545071
NHS Direct	
Citizens Advice Bureau	510993
Social Security	505000
Age Concern	510106
Samaritans	01332 364444
AA (24 hr helpline)	0845 7697555
Sure Start	233400/233416
Branston Pharmacy (Trent Meadows)	569624
ASDA Pharmacy	523210
Boots Pharmacy	561573
Co-op Pharmacy (Morrisons)	563947
Peter Cook (Waterloo St)	562461
Dean and Smedley (Stapenhill)	564800
Dean and Smedley (Stretton)	546636
Dean and Smedley (Horninglow)	568711
Manor Pharmacy (Horninglow Road)	535048
Manor Pharmacy (Calais Road)	564928
Manor Pharmacy (Branston Road)	568166
Peak Pharmacy (Highfield Road)	568675
Out of hours	

If you wish to contact the medical secretaries to chase a referral they can be contacted at Branston on 01283 845555.

We hope you do not have to complain but should you need to, please contact Lalita Heier (Patient Liaison Officer) on 01283 741988 or 01283 537450. Please note that any complaints relating to clinicians will need to be put in writing for her attention.

Chair of Patient Participation Group and Editor Susan ADEY at susanjadey@gmail.com or telephone 07891791824.