

ST MARTINS GATE SURGERY

Issue 16

March 2016



Please note that both surgeries will be closed on **Good Friday 25th March** and **Bank Holiday Monday 28th March**.

If you need to be seen when we are closed, please use the **Out of Hours Service** and call **111**. Also remember that your local Pharmacist can offer advice and no appointment is necessary, see the link on our website for South Worcestershire GP Services.

BE PROUD TO BE A QUITTER

NO SMOKING DAY 9 March 2016

Do you wish this could be you saying it? Well now is the best time to start quitting! Proud to be a quitter presents quitting as something to be proud of, and 'Quitters' as

people to be admired. Help to encourage as many smokers as possible to quit by organising your own event on the day. There are many reasons to quit smoking. It leaves extra money in your pocket; improved breathing and general fitness; fresher breath; an improved sense of smell and taste; less stress and anxiety. For more information please see the No Smoking Day website.

PLEASE NOTE: Reception will be closed on 9th March between 1pm-3pm for staff training.

ANNUAL REVIEW

Please remember to book in for your annual reviews. We offer heart, COPD, asthma and diabetic reviews. You may be sent a reminder via SMS (it is very important that we have your correct mobile number for this), by verbal invitation or through the post. Please make sure you read carefully as there may be certain things you need to carry out before seeing the specific nurse.



Childhood Immunisations and the Importance...

As a parent, you may not like seeing your baby or child being given an injection. However, Childhood Immunisations are one of the most important preventative health measures you can take. Vaccines are tested rigorously before use. Remember your child is not fully protected unless they have completed the full course and can therefore fight diseases more effectively. If your child is not vaccinated, they will have an increased risk of catching an illness.

Despite the huge importance of ensuring your child is vaccinated; there have still been 19 childhood immunisation appointments missed last month. If an appointment you have made is no longer convenient for you, please call the surgery and rebook the appointment as soon as you can.

PLEASE REMEMBER THE NEW TELEPHONE SYSTEM IS NOW IN PLACE.

The telephone numbers for the Surgery remain the same, we now have options in place. Patients will be asked to choose the appropriate option at the time to access or request information required by directing them to the most suitable person from the outset. Patients will need to listen carefully to the new options available to them.

Please still ring 01905 363350/ 363351, followed by the option you require. Please note that you must choose an option, otherwise your call may be missed.

Option 1 - APPOINTMENTS ONLY (Lines open from 8am-5:30pm)

Option 2 - HOME VISITS/ URGENT APPOINTMENTS - we ask that home visit requests are made before 10:30am where possible.

Option 3 - PRESCRIPTION QUERIES (Lines open from 11am-2pm)

Option 4 - TEST RESULTS (Lines open from 11am-4pm)

Option 5 - ALL OTHER ENQUIRIES



Pharmacy Corner

Local Pharmacies—No appointment needed

Pharmacists are highly trained healthcare professionals who can help people treat themselves for many common health problems and the best medicines to treat them. People tend to think first of their GP when they have a minor illness, but many minor conditions do not require medical treatment. This is particularly important at this time of year, when people may need advice on coughs, colds, sore throats, flu, sickness and diarrhoea and other common winter problems. Most minor conditions can be treated at home, and your local pharmacist can provide you with advice and support to help you get back on your feet without needing to book a GP appointment. Many pharmacies offer seven-day opening and late hours, meaning that they are the perfect place for busy people to get the help and advice that they need.

South Worcestershire pharmacies are now offering a service where some medicines are available without the need for a prescription from their GP. This service is available to patients registered with St. Martin's Gate Surgery as part of a South Worcestershire pilot project to improve access to primary care. Some over the counter medications may be available free of charge for patients who get free NHS prescriptions. Patients who usually pay for prescriptions will be required to pay a charge and where the medication is cheaper to buy over the counter, will be sold to the patient outside of this scheme.

The new service includes the following conditions:

- Coughs, colds and sore throats
- Earache, headaches, migraines
- Indigestion / heartburn
- Conjunctivitis
- Scabies
- Cystitis and vaginal thrush
- Hayfever and allergies
- Aches and pains
- Bites and stings
- Haemorrhoids
- Threadworms
- Rashes including eczema and athletes foot
- Constipation and diarrhoea
- Cold sores and mouth ulcers
- Nappy rash, teething and oral thrush
- Sprains and strains

There is no need for a prescription from your GP. Go to your local Pharmacy for more details.

(Please note: Lloyd's Pharmacy at St. Peter's is not currently providing this service)

Patient Participation Group

With the success of the first drop-in sessions, the Patient Participation Group have arranged more dates for **St. Peter's Surgery**.

Why not pop in and say hello on these dates:

- Thursday 10th March - *between the hours of 9am-12pm*
- Wednesday 23rd March - *between the hours of 9am-12pm*

If you are not available to pop into **St. Peter's Surgery**, you can always contact the Patient Participation Group by: - Emailing our volunteer Chairman Colin Major, colin.major@tesco.net or by a note in an envelope addressed to the Chairman PPG.

Friends and Family Test - February 2016

Thank you to everyone who has completed the Friends and Family Test last month. The results are as shown in the chart opposite.

The test will continue throughout 2016, so please keep filling out the forms available in Reception.

Here are a few of the comments we have received:

"Friendly Service"

"Good staff"

"Polite and Efficient"

"More guidance on waiting times, especially with young children & babies"

Friends and Family Test Results

