

Dr Kumar & Dr Sinha

Practice Newsletter August 2017

Annual Flu Vaccinations

Book your appointment now

If you are eligible for a free flu vaccination, because you are 65 or over, or you are one of the vulnerable groups, your doctor advises that you have the annual vaccination.

If you are not sure if you qualify for the vaccination ask the receptionist

Your Questions Answered

Why does the receptionist ask the patient for details on why they wish to see the GP or Nurse?

The reception staff are members of the practice team and they are trained to ask certain questions this is to ensure that you receive:

- the most appropriate medical care
- from the most appropriate health professional
- at the most appropriate time

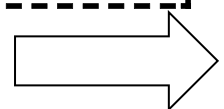
Receptionists are instructed to collect brief information from patients:

- To help doctors prioritise their work load such as home visits and phone calls etc:
- To ensure that all patients receive the appropriate level of care
- To direct patients to see the nurse rather than a doctor where appropriate
- To ensure the correct clinic/length of appointment is booked

Reception staff, like all members of the practice team, are bound by confidentiality:

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- Should you feel an issue is very private and do not wish to say what this is then this will be respected.

It is never the case of the receptionists "being nosey", she is simply carrying out her job.





Are You An Unpaid Carer?

Do you look after a family member, friend or neighbour who may be suffering from a serious illness or condition?

If you are looking after an ill, disabled or frail elderly relative or friend, you should recognise yourself as a carer. Carers can get a range of support from social care. There are charities that support particular groups of carers, including sibling carers and young carers.

Don't struggle through a maze of information to find the practical, emotional and financial support you need. Please identify yourself to your GP, Nurse or ask at reception and **make sure** you are getting all the information, advice and support that is available to you.



Stay in contact

Make sure we hold all your up to date contact details . These should include your current mobile phone number and your e-mail address .



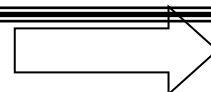
GP Registrars

- As a training practice we have GP registrars working with us in the practice, currently Dr Ali is our GP Registrar. GP registrars are qualified doctors who do extra training to specialise as a GP.
- Whilst with us they receive further training and one to one support from Dr Sinha who is a GP trainer. As with any appointment you the patient may choose who you wish to see and if the doctor of your choice is available the receptionist will facilitate that for you. Should you prefer not to be seen by the GP registrar please advise the receptionist.

Confidentiality



Please be mindful when waiting at reception that everyone has the right to be dealt with in a confidential manner including those on the phone. If the receptionist asks you to take a step back please understand that this is only to protect the patients that she is speaking with. Should you wish to discuss anything in private please ask the receptionist if there is somewhere you could do this.



Missed Appointments and DNA's

In The last Newsletter we told you about the amount of DNA's and the impact they have

Feedback from you has been that we should contact patients who miss their appointments. We fully understand that there can be genuine reasons for missing an appointments and you can always contact us to explain and your record will be noted accordingly. Acting on your feedback we have reviewed our policy and patients who DNA appointments will be contacted .



Chlamydia Testing



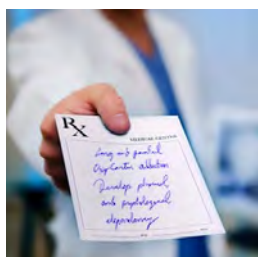
Chlamydia is one of the most common sexually transmitted infections and even though there are often no symptoms it can cause long term pain and problems : However It is very easy to treat and cure. **The NHS offers free testing for anyone between the ages of 16 –24** ask the receptionist or book an appointment with the practice nurse.

Over the Counter Medicines (OTC)

This Practice supports Southend Clinical Commissioning Group's work to enable our primary care services to remain sustainable for generations. Part of that work concerns cost effective and clinically necessary Prescribing

OTC can be as much as four times more expensive when prescribed on the NHS compared to when they are bought in pharmacies and supermarkets. Last year, prescriptions for paracetamol cost the NHS in south east Essex £362,000.

Other items that can be bought over-the-counter instead of via an NHS prescription include:

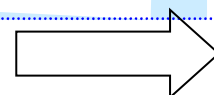


- Cough and cold remedies
- Antihistamines (used to treat allergic health conditions)
- Nasal sprays
- Indigestion remedies
- Dandruff remedies
- Head lice remedies
- Haemorrhoids (piles) medication
- Teething remedies

We all have an individual responsibility to look after ourselves, improve our physical and mental wellbeing and change how we use NHS services. Please be responsible users of this service and Understand when your GP can not prescribe remedies that you should buy OTC .

Thank you

PTO



Fees for non NHS work

The National Health Service (NHS) provides most health care to most people free of charge, but there are exceptions. Prescription charges have existed since 1951, and there are a number of other services for which fees are charged. Sometimes the charge is made to cover some of the cost of treatment, for example, dental fees. In other cases it is because the service is not covered by the NHS, for example, medical reports for insurance companies.



What is covered by the NHS and what is not?

The government's contract with GPs covers medical services to NHS patients. In recent years, more and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to be sure that information provided is true and accurate. Please be aware that the practice policy is to charge for **ALL** non nhs work undertaken including private referral letters or fit to attend letters (school health club etc:).

Why do I have to pay for a sick certificate?

There is **never** a charge from a doctor providing a sick note/certificate if you are off sick for **more** than seven days. If you are off work for seven days or less your employer shouldn't ask you for medical evidence that you have been ill. Instead they may ask you to confirm that you have been ill you can do this by filling out a form yourself when you return to work, this is called a self- certificate. A certificate to cover any period within the first seven days this is a private certificate and there is a charge for this.

Why does it sometimes take my GP a long time to complete my form?

Time spent completing forms and preparing reports takes the GP away from the medical care of his/her patients. Most GPs have a very heavy workload and paperwork takes up an increasing amount of their time. The GP will prioritise their patients' medical care above paperwork.

I only need the doctor's signature-why do I have to pay?

When a doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true. It is a professional duty that the accuracy of information is checked. This may involve examining the patient's entire medical record. Carelessness or an inaccurate report can have serious consequences for the doctor, with the General Medical Council or even the Police.

Please remember that not all documents need to be signed by a doctor. For example, a passport application could be signed by another person in a position of trust, such as a teacher or accountant, who may be willing to sign free of charge and it may be a quicker option for you.

How are charges decided?

The British Medical Association (BMA) recommends that GPs tell patients in advance if they will be charged, and gives guidelines on fees to set. We carry out periodic reviews and follow a fair charging policy in line with the BMA guidance. Please ask at reception, for more information on our non NHS fee structure.

