

Dr Kumar & Dr Sinha

Practice Newsletter March 2017



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. Should you wish to discuss anything in private please ask the receptionist if there is somewhere you could do this.

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.

GP Registrars

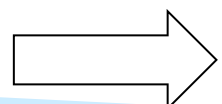
As a training practice we have GP registrars working with us in the practice. Currently it is Dr Niamh O'Shea. GP registrars are qualified doctors who do extra training to specialise as a GP. Whilst with us they receive further training and one to one support from Dr Sinha who is a GP trainer. As with 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.

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.



PTO



Missed Appointments and DNA's

Do you feel frustrated when you cannot get an appointment?

On average approximately 130 patients each month Did Not Attend (DNA) their appointment. This means the patient did not turn up for the appointment and did not contact the surgery in advance to cancel or change the appointment. This currently results in approximately 30 hours of wasted clinical time each month!

The effect of this is:

- An increase in waiting time for appointments
- Frustration for both staff and patients
- A waste of NHS resources
- A potential risk to the health of patients



Non-attendance is a major issue for the NHS, increasing waiting list times and costs. Missed appointments can also increase inappropriate and unnecessary A&E attendances.

We appreciate there can be many reasons why patient fail to attend appointments - they feel better, they are scared, transport problems or they simply forget. However the Practice is developing a policy to address repeated DNA's and is currently seeking patient feedback around this.

Have your say : Please fill out a friends & family / patient feedback form

It will only take you a minute but will help shape the service we offer you our patients.

Over the Counter Medicines (OTC)

This Practice support s 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