



Crown Street Surgery

Newsletter

Summer 2013

Issue 2/13



Medication Reviews

If you are on regular medication you will notice a Review Date is given at side of each repeat prescription request. This date is to remind you that a review of your medication is due. If you are seeing the doctor at or around that date mention that your medication review is due and the doctor will try and do the review at that time.

Home Visits

If you need a doctor to visit, please try to ring before 10.30 am. Home visits are for people who are unable to travel to the surgery. Lack of transport is not an acceptable reason for requesting a home visit. In most cases the doctor will ring first to check on the nature and the urgency of the visit.

SURGERY OPENING TIMES

Mon-Fri 8.00am—6.30pm

Surgery by appointment only during the following hours;

Mon Tues Wed & Fri
7.00-10.50 & 2.00-5.50

Thurs
7.00-10.50 & 12.00-5.50
Closed Sat & Sun

Not all the doctors are available during each session, please check with reception.

TELEPHONE TRIAGE

Each day the surgery offers a telephone triage service. If you have a health concern that you feel needs addressing on the same day, your details will be placed on the Duty Doctor's list and either a doctor or a nurse will contact you and assess the situation. The GP/nurse will either give you some advice or allocate you with an appropriate appointment. This appointment may be at a different time to the above times.

Stop Press !!

GP Changes

changes within the next few months.

Locum Cover

Dr R Spoczynski will cover Dr Ravi's session up to August 2013 until a another partner is successfully recruited

Dr Alexander joined us for March and April 2013.

Our current Registrars are;
Dr M Cave and
Dr K Kasaraneni and will be with us until August 2013

Repeat Prescriptions



There are several ways you can obtain your repeat medication, you can tick the medication you require on your reorder form this is attached to your prescription and post it in the post box situated near the reception desk or if you are unable to call into the surgery you can post your request in a S.A.E or fax it 01709570041

We are pleased to announce that the surgery staff will receive training for online prescription ordering in April and hope to have this service up and running by the autumn.

PLEASE NOTE TO AVOID ANY ERRORS PRESCRIPTION REQUESTS ARE NOT TAKEN OVER THE TELEPHONE

Your Pharmacist

A pharmacist is qualified to advise on both common minor illnesses and medications. They will advise you if you need to see your GP. Many pharmacies also provide other services such as emergency contraception.

Collection and delivery service

Did you know that most pharmacies have a collection and delivery service, enquire to the pharmacy of your choice for further details.

PLEASE DO NOT PARK ON CROWN STREET

**Access should be available at all time for emergency services
There is no parking at the surgery except for disabled access.
Please use the public car parks on Queen Street or Church Street.**

PATIENT PARTICIPATION GROUP

Crown Street Surgery now has a Patient Participation Group, made up of willing volunteer users of the surgery, members of office staff and one of our GPs. The aim of the group is for the surgery to obtain information from users of the surgery and it gives patients an opportunity to voice opinions from their perspective. Crucially it opens up a dialogue between the two parties.



Lynn Takacs Practice Manager

I was born in 1962 at Montagu Hospital and attended Mexborough Secondary school on College Road until 1978.

On leaving school I took up a position as office junior, before leaving to commence Nurse training at Rotherham District General Hospital at the tender age of 19.

After qualifying my first nursing post was Montagu Hospital on the care of the elderly ward, followed by 12 years in the out patient's department.

I joined General Practice in 1997 working as Practice Nurse in several Practices in the Doncaster area, before joining Crown Street Surgery in October 2000.

In 2006 I was given the opportunity to take on the very challenging role of Practice Manager and I felt that my nursing and clinical experience would compliment this role.

I am married with two children. I enjoy long walks with our dog Rambo and holidays abroad whenever



Mrs Barbara Wroe Aged 68 years

I joined the practice at Mexborough having moved there in 1980, subsequently moving with the surgery to Swinton.

I have been married for 48 years and have three children and 6 grandchildren. I was a centre manager for a large training company before leaving to open a tea room and gift shop.

I have had dealing with a wide range of people so felt I was able to represent a broad range of views to the Patient Participation group.

We are actively looking for additional members of the Patient Participation Group, especially from the under 25 age group who are currently under represented. If you are interested in getting involved, please make enquiries at reception.

Why do GP's sometimes charge fees?

It is important to understand that many GPs are not employed by the NHS; they are self employed and they have to cover their costs - staff, buildings, heating, lighting, etc - in the same way as any small business.

The NHS covers these costs for NHS work, but for non-NHS work, the fees charged by GPs contribute towards their costs.

Examples of non-NHS services for which GPs can charge their own NHS patients are:
accident/sickness certificates for insurance purposes
holiday cancellation forms
medical claim forms

You will be informed of the charge when you bring the form in. The GP's will also need your written consent for them to release your medical information to a 3rd party, before they are able to complete your form.

Surgery Close dates

The Surgery is closed on a Thursday pm once a month for staff training . The dates for 2013 are :

13th June
11th July
8th August
5th September
10th October
7th November
5th December

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 or her patients. So we would ask that you allow the GP at least 1 week before collecting your form. If a GP is away from the surgery it may take a little longer to process your request. Ask at reception when you leave your form.

Community Pharmacy Corner: Patient returned medication

Unused prescription medicines cost the NHS in the UK an estimated £300 million every year. This could pay for ...

- 11,778 MORE community nurses or
- 80,906 MORE hip replacements or
- 19,799 MORE drug treatment courses for breast cancer or
- 300,000 MORE drug treatment courses for Alzheimer's or
- 312,175 MORE cataract operations

We actively encourage patients to bring back unused medications. We would prefer that patients only order the medications that they need and not stockpile.

These were returned to us for disposal over a two day period



Missed appointments in the last 3 months

Doctors

234 Missed appointments

This equates to 39 hours lost surgery time

This is equal to the loss of full time GP's appointments for one week!!

Nurses Health care assistant and phlebotomy

255 Missed appointments

This equates to 52 Hrs 30 minutes lost surgery time

This is equal to the loss of 2 part time Nurse's appointments for one week!!

This is a frustrating problem for GPs staff and patients alike.
Please if you are unable to keep your appointment, cancel it as soon as possible, even if you think it is too late, someone else may be able to use it!



**when it's less
urgent than 999**

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
 - you think you need to go to [A&E](#) or need another NHS urgent care service
 - you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact [your GP](#) or [local pharmacist](#) in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call 999.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help you best. That could be A&E, an [out-of-hours](#) doctor, an [urgent care centre](#) or a [walk-in centre](#), a community nurse, an [emergency dentist](#) or a late-opening chemist.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

If NHS 111 advisers think you need an [ambulance](#), they will immediately arrange for one to be sent to you.

Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>



Crown Street Surgery

17 Crown Street, Swinton
Mexborough S64 8NB

Tel: 01709 584885
Fax: 01709 570041