



# Crown Street Surgery

Newsletter

Winter 2013

Issue 3/13



## WINTER WHITE

### Medication Reviews

If you are on regular medication you will notice a Medication Review Date is given at the side of each repeat prescription request. If you are seeing the doctor on or around the date mentioned, your doctor will try and do this 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 too ill 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 !!**

### **New GP!**

Welcome to our new partner Dr Joanne Dobson who joined the practice recently

### Locum Cover

Dr Rob will cover maternity leave for Dr Jones until January 2014

Dr Cave will locum with us until the end of December 2013

Our current registrars are;

Dr K Kasaraneni  
until January 2014

Dr S Bradshaw  
until August 2014

## **Flu Campaign 2013/14**

Flu can be a very serious illness both for older people and for young people with certain chronic diseases.

The flu virus changes each year so each year a new vaccine has to be developed hence the need for an annual flu injection.

If you have not yet had your flu vaccination and you fall into one of the categories listed below, please book an appointment at reception.

Categories eligible for flu vaccination;

Anyone over 65 or who will be 65 by 31 March 2014 or under 65 with one of the following conditions;

*A chronic respiratory disease and asthma – where the patient requires repeated use of inhaled or systemic steroids*

*Chronic heart disease*

*Chronic renal disease*

*Chronic liver disease*

*Chronic neurological disease*

*Diabetes mellitus*

*Immunosuppression*

All pregnant women at any stage of pregnancy

People living in long-stay residential care homes

Carers

Members of a recognised voluntary organisations providing planned emergency first aid at an organised event.

**Please note you cannot catch flu from the flu vaccination**



## 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.

*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.*

### Missed appointments in the last 3 months (June, July and August 2013)

#### Doctors

287 missed appointments

This equals to 48 hours lost surgery time

1 GP works a 3 hour surgery this equals 16 surgeries

#### Nurses, Health Care Assistant and Phlebotomy (June, July and August 2013)

326 missed appointments

This is equal to 54 hours of lost surgery time

This is an increasing problem for GP's staff and patient alike.

**PLEASE REMEMBER 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!**

### **Surgery Closure dates**

The Surgery is closed on a Thursday pm once a month for staff training. The dates are as follows;

10<sup>th</sup> October

7<sup>th</sup> November

5<sup>th</sup> December

#### **Bank Holidays**


25<sup>th</sup> December

26<sup>th</sup> December

1st January 2014

### **Closure of the back entrance**

Please note from 28<sup>th</sup> October 2013 to 1<sup>st</sup> March 2014 the back gate and entrance will be closed from 5pm every night for security.





## Childhood Immunisation



As a practice we strongly recommend that all children receive their childhood immunisations at the recommended time in order to obtain protection.

If you require further information on childhood immunisations please contact either your Health Visitor, Practice Nurse or visit NHS choices on

<http://www.nhs.uk/conditions/vaccinations/Pages/vaccination-schedule-age-checklist.aspx>

---

## What your pharmacist can do for you

Your community pharmacy is a great way to access high quality medical care in a convenient setting. Your pharmacist has trained for five years to become an expert in how your medication will affect you.

As well as dispensing your prescription, your community pharmacy offers an extensive package of care which includes:

Treating minor ailments, such as coughs and colds, sore throat, minor cuts and bruises and skin conditions, constipation and piles, hay fever and allergies, headaches, earache and backache, indigestion, diarrhoea, threadworms, period pain and thrush, warts and verrucas, mouth ulcers and cold sores, athletes foot, nappy rash and teething.

With no appointment necessary!

Personalised medication advice with the free Medication Check or New Medication Service.

Promoting good health by helping you to stop smoking, look after your sexual health, lose weight, disease prevention and travel health advice.

Dispose of unwanted medication

Signpost you to other healthcare professionals.

**1.8million people visit a pharmacy every day for health related reasons.  
Make sure you make the most of your pharmacy!!**

## Rotherham Occupational Health Advice Service (ROHAS)

is a community based resource to help the people of Rotherham with work related health problems. □ Our Workplace Health Advisors provide advice and support to enable people to deal with a whole range of work related ill health issues. □ For more information ask at reception or contact ROHAS on 01709 255837 or 01709 255838 □

## Age 40 - 74?

Ask the receptionist about NHS Health Checks. These are free and check your risk of a heart attack, stroke or diabetes. □



## HOW DO I....

### Obtain A Sickness Certificate?

Under current legislation a patient 'self certificate' is used for the first six working days (ie one week including Sunday) of any illness. The self certificates (form SC1) are available from the Surgery, your employer or the Post Office.

After the first week, certificates are obtained as part of a consultation with your doctor. If you are under the care of a hospital doctor either as an inpatient or outpatient, you should ask the doctor in the hospital for your certificate. Some employers insist on sickness certificates for illness lasting less than seven days. As this is not a statutory requirement, it is considered a private arrangement and a charge will be made for issuing a certificate

### Dental Problems?

If you have toothache or a dental problem please contact your Dentist. We are unable to offer an appointment if you have a dental problem. Your Dentist has the same obligations as we do for seeing their patients as an emergency. If you need a dentists out of hours and should contact 111.

### Got a new mobile?

If you have you have changed your mobile recently and now have a new number, then please let us know at reception so we can update your records. This is important especially if you have registered for text message reminders

### Do you want to get fitter?

We can offer appointments with Health Trainers, who can support and enable you to make long-term changes to your lifestyle. This may include: stopping smoking, weight loss, eating a healthier diet, sensible drinking, reducing stress and increasing physical activity. If you would like to take advantage of this service please contact reception for an appointment or telephone 01709 255864

### Age 40 - 74?

Ask the receptionist about NHS Health Checks. These are free and check your risk of a heart attack, stroke or diabetes.

### Zero tolerance

The Practice has a Zero Tolerance Policy which includes verbal, threatening, emotional or physical abuse towards its staff. Please be patient and adhere to this.

Our Staff are here to help.



## Crown Street Surgery

17 Crown Street, Swinton  
Mexborough S64 8NB

Tel; 01709 584885  
Fax; 01709 570041