

## **Holiday Vaccinations**

If you require holiday advice and/ or injections please inform the surgery in plenty of time before travelling. We cannot guarantee to fit you in for an appointment with the nurse if you have not informed us in plenty of time.

## **Prescriptions and Medication Reviews**

Please do not forget to order your repeat prescription before you run out of your medication. Remember when ordering your prescription it takes at least 48 hours for the surgery to issue your medication, therefore if you wish to collect it straight from the pharmacy, it could take longer.

It is important to have your medication reviewed every year with a doctor, to make sure you are taking the best treatment for your condition and that you are taking it correctly.

If you are overdue for your medication review, the doctor will only issue you a month's supply of your medication. A letter will be sent out to you asking to make an appointment with the health care assistant for blood pressure and/ or bloods before you see either the Practice Nurse or Doctor for your review.

## **Local Hub Access**

You can choose to be seen at one of the four hubs across the city.

- Crookes Practice, School Lane
- The Health Care Surgery, Palgrave Road
- Sloan Medical Centre, Little London Road
- Woodhouse Health Centre, Skelton Lane

These Hubs offer appointments in the evenings - 6pm to 10pm Monday to Friday and during the weekend - 10am to 6pm Saturday and Sunday.

Doctor's appointments must be booked by one of the doctors at the surgery. If you ask reception they will pass your details on to a doctor who will ring you with an appointment. These appointments are for immediate problems rather than long term conditions, such as infections, skin problems, headache, and abdominal pain.

Nurse appointments can be booked by reception, and are for procedures such as ear syringing, dressings, blood tests, suture removal.

**Nurse appointments are now available at the HUB's for smear tests.**

# **Dykes Hall Medical Centre and Deer Park Surgery**

*April/ May 2017 Newsletter*

## **Zero Tolerance**

The Practice takes it very seriously if a member of staff or one of the doctors or nursing team is treated in an abusive or violent way.

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place.

All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in you being removed from the Practice list and, in extreme cases, the Police being contacted.

## **Staff Changes**

Dr Dan Hardy has now left the practice.

Dr Jane Scholefield is taking some time off, during this time, Dr Alex Brown is covering her clinics. Dr Alex Brown is one of our regular locum doctors, who has worked here already for several months.

## **Samples**

Previously patients have been able to just drop urine and stool samples into the box on reception, this has now changed.

Along with your labelled sample you now have to complete a form in addition to your sample. The forms will be handed out with the sample container. This is to ensure the labs have more information while testing the samples.

## **Appointments**

We have a new system in place when patients are booking appointments. Receptionists are going to be asking each patient

‘Can I ask what the problem is so I can book you in with the right clinician?’

This enables the patient to be booked in with a Doctor, Advanced Nurse Practitioner or Practice Nurse, and gives the clinician an idea of what the patient is coming for. If you do not wish to give the receptionist a reason, just say so.

Advanced Nurse Practitioner treats patients for acute medical conditions, please see overleaf for more information.

## **Advanced Nurse Practitioner (ANP)**

Katie Wight was appointed to the practice as Advanced Nurse Practitioner. She has now been with us for a couple of months treating acute medical problems.

ANP's are all trained specialist nurses who have undertaken additional education in order to provide advanced nursing care and prescribe.

ANP's can provide treatment and advice for many problems for which you may have seen a doctor for in the past.

Their main areas of expertise are in the management of common illnesses and long term conditions.

Same day ANP appointments are available most weekdays for common illnesses.

The ANP can assess and examine you, make a diagnosis and provide advice and treatment including a prescription if required.

Unfortunately, they are unable legally to sign a sick certificate, so you will need to see a doctor for this.

They work closely with the doctors and liaise frequently with them about your care.

### **ANP can treat you for**

- Acute back pain, joint sprains
- Acute chest infection
- Conjunctivitis, sticky discharging eye, sty
- Cystitis

- Diarrhoea, constipation, piles
- Dizziness, giddiness, unusual headache
- Earache, swollen glands
- Oral thrush
- Raised temperature that does not improve after one week of pharmacists' advice and home treatment.
- Shingles
- Tonsillitis, cough, sinusitis, sore throat, colds and flu-like illnesses. (NB. a cough may persist for up to three or four weeks after other cold/flu symptoms have gone.)
- Urinary tract infections
- Vaginal thrush, soreness, lump or discharge
- Vomiting
- Wounds, scalds, burns, rashes

There are also many other problems that the ANP's are able to help you with. For example, menstrual disorders, unexplained weight loss, breast lumps, sexual health advice, change of contraception pill or method.

Some patients, often those with complex and long-standing medical problems, may need an appointment with a doctor. The ANP is usually able to assess the situation and in some cases will organize initial blood tests and other investigations prior to arranging a follow up appointment with a doctor.

We hope that you will find this new service will complement and improve the care you already receive.

## **NHS Health Checks**

NHS Health Checks are being offered to people aged between 40 and 74 once every five years.

The check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes. If there are any warning signs, then together we can do something about it. By taking early action, you can improve your health and prevent the onset of these conditions. There is good evidence for this.

Please contact the surgery if you would like this check, appointments are currently available on Tuesdays afternoons with the health care assistant at Dykes Hall Medical Centre.