

# ***Crawcrook Medical Centre***

## ***Winter Newsletter 2018***



During 2018 Crawcrook Medical Centre remain committed to continue to try and improve the services that we provide. We regularly ask patients who visit the Practice to complete our patient questionnaires to advise us about the service and treatment they have received whilst attending the Practice and have taken on board all of the comments submitted. We would like to thank you for all of your feedback, this has been very helpful.

We are committed to improve the access to appointments and we are currently working on a new appointment system which we hope to start in February.

We continue to expand our team by working to scale alongside other Practices in the area and would like to welcome **Richard Sproat**, Richard has a Paramedic background and he will be working across the community supporting GPs with home visits. We also welcome our new GP Registrar **Dr Ann Main** to our team, Dr Main will be with us for 6 months from February.

### **Extended Hours**

We are pleased to advise that the extended hours Surgery that started in September has been a success and is used regularly by our patients. Dr Akhtar is available at Blaydon LED GP clinic on a Thursday evening from 6pm to 8pm and a Saturday morning from 9am till 1pm. Appointments for this service are available by ringing Crawcrook Medical Centre and our reception staff will book this for you. There are also plans in the future for Nurse/Nurse Practitioner and Health Care Assistant clinics to be available during these times.

### **Please Help us to help you - Don't be a DNA!**

A DNA is someone who Did Not Attend an appointment at the Surgery and did not tell us beforehand. The Doctor or Nurse were waiting, but the patient did not turn up.

At this Practice, since April 1st 2017 - 991 patients DNA'd appointments, the equivalent of over 165 hours of clinician time. Not only is this a waste of valuable administrative resources, it also means the number of appointments available for patients is reduced by each DNA that occurs.

During the month of October 2017—162 patients DNA'd appointments.

**162 is equivalent to 5.6 days of appointments.**

During the month of November 2017 - 151 patients DNA'd appointments.

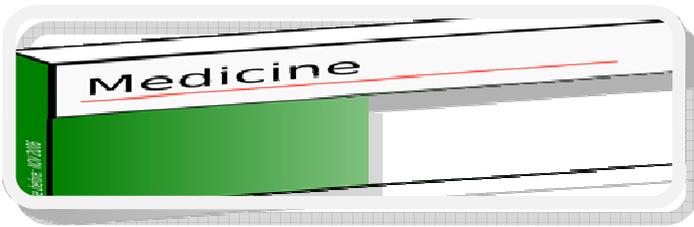
**151 is equivalent to 5.2 days of appointments.**

During the month of December 2017—145 patients DNA'd appointments.

**145 is equivalent to 5 days of appointments.**

On average we are losing 1 weeks worth of appointments per month due to DNA's

## Repeat Prescriptions

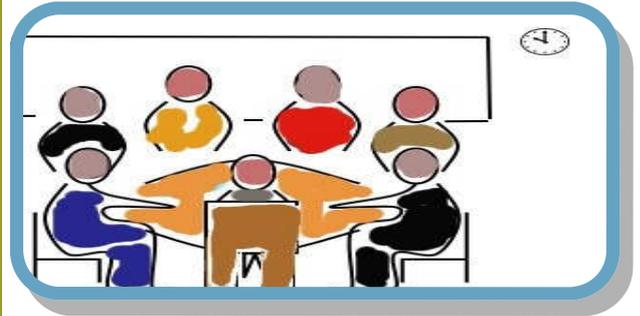


We would like to remind patients that repeat prescriptions can be ordered using the following methods:

- Booking online using our Website
- Pharmacy Order and delivery
- Placing white copy of prescription into the box in the reception area.
- Consider repeat dispensing if your medications are stable and unlikely to change.
- Post.

**Please don't forget to allow a 48 hour turnaround for all prescriptions.**

## Patient Participation Group



Our Patient Participation Group meets quarterly, it aims to communicate between ourselves and the Practice population. We continually look for new members so if you would like more information on becoming a member please contact Jean Ward by either telephoning or by email on: [jean.ward4@nhs.net](mailto:jean.ward4@nhs.net).

May we give our thanks and appreciation to our existing members.



***The Practice will be closed for Training from 12.30pm on the following dates:***

Weds 21st March — Thurs 19th April—Thurs 24th May—Thurs 12th July—Weds 19th Sept—  
Thurs 18th Oct—Tues 13th Nov 2018

***Outside of normal surgery hours, if you think you need to see a doctor, but your problem does not warrant a 999 call, call 111 where trained staff will be able to advise you and inform you where to go for treatment at any time, day or night.***



**To avoid accidents please take care when out walking during icy and snow conditions.**

## Flu and Shingles vaccines:

Are available in Surgery now, please ask a receptionist who will check to see

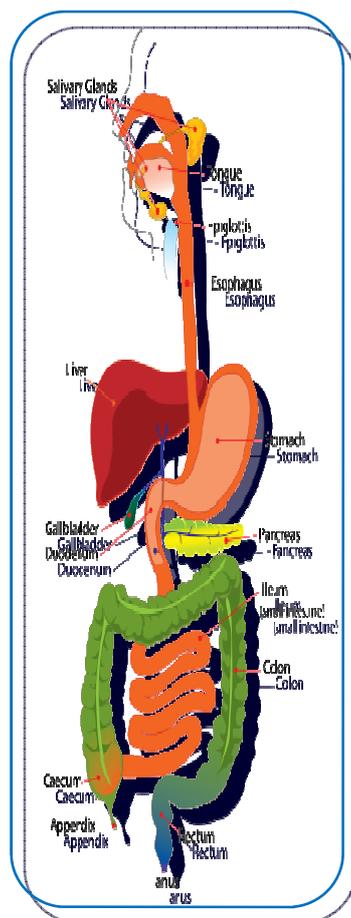


**It is vitally important that we have your correct contact details at all times, if you are unsure, can you please check with the receptionist or complete the Updating information forms which are available in the waiting room.**

**Many thanks for your help with this.**



## Are you living with a Long Term Condition?



We have changed the way we organise appointments and provide support for people who have long term conditions by putting in place a new way of working called **Care and Support Planning**. We mentioned this in our last newsletter.

**What is Care and Support Planning?** This way of working aims to give you the opportunity to get more out of your annual review appointments by reorganising the way things happen and giving you more information before you see your Nurse or Doctor. It should help you to talk about:

- What is important to you
- What you can do to look after your health and stay well
- What support you may need

**Who is it for?** Anyone who has two or more long term conditions like Diabetes, Heart Disease, Hypertension, Mental Health, and Asthma to name a few.

**Why change things?** This way of working is being put into place across a number of Surgeries in the area and is nearly always preferred by patients. It will help both you and the Doctor or Nurse make the best use of the time you have in your Care and Support Planning appointment. All the important tests and results needed at your appointment will be available to you as well as your Doctor/Nurse before the appointment. This will give you a chance to

think through what questions you want to ask, what things mean and identify your key concerns which you want to talk about.

**What does this mean for me?** This means that your Care and Support Planning review will usually take place over two separate appointments and you will need to think about what you want to get out of these visits.

**What happens at the first appointment?** At the first appointment you will be asked to attend the Surgery to have any checks or tests (e.g. blood tests, breathing tests) done with a Healthcare Assistant. At this appointment the Healthcare Assistant will arrange a convenient time for your next appointment which will be with a Nurse, Nurse Practitioner or Doctor.

**What happens next?** Your test results from this appointment will be sent to you with an explanation of what they mean. This is printed on yellow paper. There will also be a space on the letters for you to make notes. This letter will also confirm details of your next appointment. This will give you a chance to think about what you would like to talk about at your Care and Support Planning appointment (your second appointment). It's helpful if you bring this letter to your Care and Support Planning appointment.

**What happens at the care and support planning appointment?** At your Care and Support Planning appointment you will be able to ask questions and talk about what's important to you, and your Doctor or Nurse will raise any issues they are concerned about. Once you both agree on one or two priorities, you will get the chance to work out a plan and identify any support you need to help you look after your health.

Please look out for the notice board in the surgery explaining this in more detail!