



Tadley Medical Partnership Spring Newsletter - March 2018

People News

We are very pleased to welcome Dr Jayne Harris who joined us this month. She will be working at both surgeries. Dr Lucy Dowson is a final year GP trainee who will be with us for a year.

We are saying a fond farewell to two of our receptionists Emily and Vanessa. They have been such an important part of the team and we will miss them hugely. We wish them well in their new jobs.

Dr Harriet Walford is reducing the number of sessions she works to 4 per week with effect from 1 April 2018.

Easter and May Bank Holidays

Both surgeries and dispensaries will be closed:

Friday 30 March Monday 2 April
Monday 7 May Monday 28 May



Ordering your repeat prescriptions

Please order in good time for Easter.

Remember, we no longer accept telephone requests for repeat prescriptions. You can order by signing up for online access, submitting the order form attached to your current repeat medication or by putting your request in writing.

You might be interested to know that at time of writing we have processed over 1700 *new* applications for online access since October and we have received very positive feedback from our patients who use this service.

The cost of an NHS prescription per item will rise from £8.60 to £8.80 with effect from 1 April 2018

Your Health

Hay Fever Season

March tends to be the start of the hay fever season. There is no cure and you can't prevent it but a pharmacist can give you advice and suggest some treatments like antihistamine tablets, drops or nasal sprays. **If** your symptoms get worse, or don't improve after taking treatment recommended by a pharmacist, then you should consult a GP.

Holiday Health

Some of you might be planning an exotic holiday this year. If you think you might need travel vaccinations you will need to complete a Travel Clinic Enquiry Form as soon as possible. This will allow the specially trained nurse to ascertain whether you need vaccination and how soon you need to be seen before you travel.

Travel vaccines have to be ordered as they are not a stock vaccine. Some travel vaccines are ordered on a private prescription and these incur a charge over and above the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

"Home Improvements"

Morland Surgery

The disabled toilet is going to be refurbished very soon. We are sorry that it has been out of action for a while and thank you for your patience.



Holmwood Health Centre

Plans are underway to repaint the car park. We are also going to move the disabled parking spaces and improve the foot paths. The zebra crossing opposite the main entrance will be made more visible as some visitors seem to ignore it when pedestrians are trying to cross it. We hope this will make life easier and safer for all our patients. The "drop off" lay by will be re-marked and we hope this will prevent thoughtless parking.

Telephone System

We are installing a new system very soon at Holmwood Health Centre and we sincerely hope this will help us deal more efficiently with the ever increasing number of telephone calls we receive. We plan to go live on 11 April. The main telephone numbers for each surgery will remain the same but your call may be

answered by either surgery. The options will remain much the same and where necessary you will be able to choose which surgery you need to speak to. We hope there will not be too much disruption to the service and ask you to bear with us whilst the new system “settles in”

Tadley Community Endoscopy Service

Endoscopy is the examination of the inside of your body using an endoscope which is a tube with a camera at one end that relays images to a television screen. There are many different types of Endoscopy but at Tadley we perform Gastroscopy – an examination of the lining of the oesophagus, stomach and duodenum and Sigmoidoscopy - an examination of the lower bowel.

Tadley Medical Partnership has been providing this extended NHS service for the past 13 years; it is commissioned by the North Hampshire Clinical Commissioning Group. It is currently operating from Morland Surgery but is now moving to Holmwood Health Centre and should be fully operational by the end of April.

We are sure that this new larger Endoscopy Suite will continue to offer an excellent service to patients in North Hampshire.

How to get the best out of your GP Appointment

Here are a couple of edited extracts from a blog by Dr Jonathan Griffiths who is a GP in Cheshire and chair of NHS Vale Royal Clinical Commissioning Group. We thought you might find them useful

Your Doctor has entrusted their reception staff with an important job

And that job is not just to make things as difficult as possible to make an appointment! The receptionist’s main job is to deal with enquiries, book appointments and generally ensure all is running smoothly. They are not medically trained, but they will have a really good understanding of the services on offer. My advice would be to trust them with a rough idea of the problem that you have. This way they are able to direct you to the most appropriate course of action. Don’t forget that everyone who works in the surgery is covered by the same confidentiality clauses. You can trust that the receptionist is NOT going to be talking about you to others.

If you ring and insist on an appointment with a doctor, without explaining that it's because you need a repeat prescription or a sickness certificate you are *potentially taking an appointment away from someone who really needs it and making yourself extra work by coming to the surgery unnecessarily.*

If you are polite and friendly to reception, they will be polite and friendly to you. They are not trying to be obstructive, they are just doing their job – you might be anxious and stressed, but try to keep calm. The receptionist can be key in getting the right help as quickly as possible – just remember, that help might not be the GP

Your Doctor would like to give you more time

Most GPs provide just 10 minutes for an appointment. Although this might not seem very long you must remember that this has increased over the past 20 years from a typical 7.5 minutes per appointment, and from even shorter appointments before then. GPs can choose to offer longer appointment times, but there is a balance between length of appointment and how many appointments they make available. This is obvious when you think about it – do you offer fewer, longer slots, or more, shorter ones? What would you do? Depending on your reason for attending, 10 minutes might be more than enough time or woefully inadequate. Got a sore throat? You might be in and out in 10 minutes. Feeling depressed? You might be in there for half an hour, or probably long. Your doctor will rely on a variety of problems presenting to balance these demands on their time and hopefully will run roughly to schedule. Often they will run late. You can help this by understanding that your appointment is only for 10 minutes. If you think you will need longer please ask Reception and they will try and organise a longer slot for you.

You can read the complete original blog here

http://www.valeroyalccg.nhs.uk/news_items/12351-dr-griffiths-10-insider-tips-you-don-t-know-about-your-gp#

We wish all our patients a very happy Easter

