

South Street Surgery Newsletter

Spring 2019



Care Navigation & Community Pharmacy

Care Navigation is a model of care which is about offering patients choice and help them access the most appropriate service first which is not always the GP. South Street Surgery is starting this service with our receptionists initially signposting patients to Pharmacists who are qualified to provide help with a range of minor ailments such as those listed below:

- Coughs, colds including nasal congestion & sore throats
- Skin Conditions such as mild acne and eczema
- Period pain and thrush
- Indigestion, diarrhoea and threadworm
- Aches and pains like headache, backache and earache
- Warts, verrucae, mouth ulcers and cold sores
- Nappy rash and teething
- Hay fever and allergies
- Athletes foot
- Bites and stings for those aged over 10.

If the pharmacist is unable to help you they will be able to direct you in the correct direction for appropriate care.

Patient Liaison Group AGM

Our Patient Liaison Group (PLG) AGM will be held from 7.00pm at Bishops Park Health Centre
Tuesday 14th May 2019
(Agenda to be finalised)

Our Patient Liaison Group (PLG) aims to allow our patients to make a positive contribution to our continuous improvement of services by way of constructive feedback. They are individuals who meet regularly with the Practice team. The group acts as a communication link between the patients, Practice staff and other regional patient groups to help communicate patient views

If you would like to find out more about the PLG or are interested in becoming a member you are welcome to contact the group via our Operations Manager

Bank Holidays

Please note the surgery will be closed on Bank Holiday
Mondays 6th and 27th May 2019.

If you need medical advice when we are closed please call NHS 111

Measles

There have been a number of measles outbreaks in the UK. Measles is a highly infectious viral illness spread through coughing and sneezing. It can be very unpleasant and lead to serious complications which are more likely to develop in some people including:

- Babies under one year old
- Those with a weakened immune system
- Pregnant women

Symptoms of measles include:

- High temperature (fever)
- Rash – sometimes starting around the ears
- Sore, red eyes that may be sensitive to light
- Cold-like symptoms such as runny nose, sneezing and cough
- Aching and feeling unwell

If you think that you or your child has measles it is best to phone the surgery first so that we can make arrangements to reduce the risk of spreading the infection to others.

Measles can be prevented by having 2 doses of the measles. Mumps and Rubella (MMR) vaccine which is part of the childhood immunisations programme. Please contact the practice if your child has not been fully vaccinated.

<https://www.nhs.uk/conditions/measles>

New Clinical Team Members

We welcome Kim Reed as our new HealthCare Assistant and Drs Gospesh Farmah and Manisha Peehal to the team.

Shut down day for staff training

The practice will be closed for staff training on the afternoon on the **26th June 2019**. Please note this date has changed.

The number to be called if you need to speak to a GP urgently will be advertised nearer the time

Your Feedback For The Practice

Your feedback is important to us as it helps us to review and improve the services and facilities we provide.

If you have a comment, suggestion, praise or a complaint about the service you have received from the Practice, we would welcome your feedback and encourage you to complete one of our Patient Feedback forms available from reception.

Booking in screens

When you attend the surgery for your appointment you can book in quickly and easily using our touch screen.

1. Select the month of your birthday
2. Enter the day of your birthday
3. Choose the first letter of your surname and you will be marked as arrived automatically.

Our reception team will always be here and happy to help if you would prefer to check in with them or have any questions.

Our Management Structure

Please see below the contact details of our management team.

Human Resources: **Natalie Davidson**
01279 464 780

Finance: **Karen Thompson**
01279 464 757

Operations: **Sandie Ince**
01279 464788

Bowel Cancer Awareness Month.

April is bowel cancer awareness month. Knowing the symptoms of bowel cancer could save your life

- Bleeding from your bottom and/or blood in your poo
- A persistent and unexplained change in bowel habit
- Unexplained weight loss
- Extreme tiredness for no obvious reason
- A pain or lump in your tummy

Please see the Bowel Cancer UK website for more information.

<https://www.bowelcanceruk.org.uk>

Chasing outpatient appointments at Princess Alexandra Hospital

When chasing an appointment at Princess Alexandra it is always best to contact them directly, as we don't have access to their booking system and are unable to view their waiting lists.

Please call the Princess Alexandra's appointment line on **01279 827391** and select **option 1** followed by **option 3**; this is open from **8am- 8pm, Monday to Friday**.

Private Healthcare

The guidance on NHS patients who wish to pay for additional private care says there should be as clear a separation as possible between your private treatment and your NHS treatment; the NHS should not subsidise private care with public money. The NHS should continue to provide free of charge care that the patient would have been entitled to had they not chosen to have additional private care.

If your private healthcare provider has requested your GP carries out follow-up or additional tests please speak to the GP about this as it may not always be possible for the practice to carry out these requests.

<https://www.nhs.uk/common-health-questions/nhs-services-and-treatments/>