

NEWSLETTER

DECEMBER—JANUARY 2019



A Christmas Message

The Doctors & Staff wish all our patients
A Very Merry Christmas & A Happy New Year



Christmas Opening Times

	AM	PM
<u>Potton Surgery</u>		
Friday 21st December	8.30—12.30	CLOSED
Monday 24th December	8.30—12.30	1400—18.30
Christmas Day	CLOSED	CLOSED
Boxing Day	CLOSED	CLOSED
Thursday 27th December	8.30—12.30	CLOSED
Friday 28th December	8.30—12.30	14.00—18.30
Monday 31st December	8.30—12.30	CLOSED
Tuesday 1st January 2019	CLOSED	CLOSED
Wednesday 2nd January 2019	8.30—12.30	14.00—18.30
<u>Gamlingay Surgery</u>		
Friday 21st December	8.30—12.30	14.00—18.30
Monday 24th December	8.30—12.30	CLOSED
Christmas Day	CLOSED	CLOSED
Boxing Day	CLOSED	CLOSED
Thurs 27th December	8.30—12.30	14.00—18.30
Friday 28th December	8.30—12.30	14.00—18.30
Monday 31st December	8.30—12.30	14.00—18.30
Tuesday 1st January 2019	CLOSED	CLOSED
Wednesday 2nd January 2019	8.30—12.30	CLOSED



Prescriptions over the Christmas Period

Please only order the items you need and only request additional prescriptions if you are going to run out while on holiday or business. Please check you will have enough medication to see you through bank holiday periods as the surgery will be closed, order early if this is the case. Please also ensure you pick up your medication **before 17th December** if possible.

****IMPORTANT INFORMATION****

There are three types of vaccines available this year. This will ensure that the most suitable vaccine provides the best protection to each group as below:-

Quadrivalent for patients aged 18 to 64 in an at risk group

**WALK IN CLINIC SATURDAY 13TH OCTOBER POTTON
SURGERY 0900 – 1200H OR BOOK AN APPOINTMENT AT
RECEPTION**

Trivalent for patients aged 65 and over

PLEASE BOOK AT RECEPTION

**Fluenz Nasal Spray for Children aged 2 – 3 yrs and those
children in an at risk group in school years 6 to age 17**

PLEASE BOOK AT RECEPTION

***Your GP encourages you to have your vaccine here so that
we can check your records for eligibility for other im-
portant vaccines such as Shingles and Pneumonia.***

General Data Protection Regulations

It is your responsibility to ensure the personal information we hold about you is up to date, valid and accurate.

If you have changed any of your personal information please inform a member of the reception team who will be happy to help.

General Data Protection Regulations

The General Data Protection Regulations (GDPR) is a new law that determines how your personal data is processed and kept safe, and the legal rights that you have in relation to your own data.

Please see the following documentation for further information.

[Privacy Statement](#)

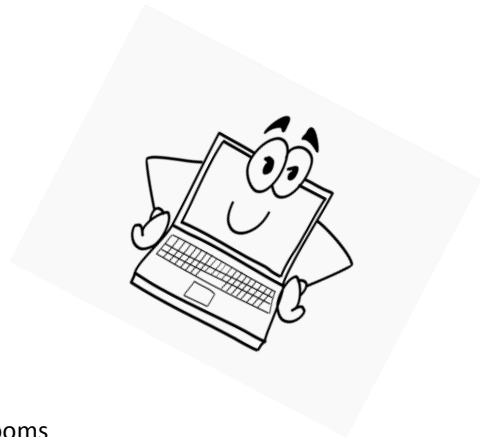
[Fair Processing Notice](#)

[General Data Protection Regulations for Young People](#)

[Third Party Access and Collection](#)

[Notification - Change of Details](#)

More information can be found on the website or in the surgery waiting rooms



Changes to Patient Transport


Services

The new telephone number to arrange patient transport is 01603-481208. Your suitability for this service will be assessed when booking transport against the guidance provided by the Department of Health. Please have your NHS number to hand when calling the patient transport service.



NHS Prescription

Charges



1 Item -	£8.80
2 Items -	£17.60
3 Items -	£26.40
4 Items -	£35.20
5 Items -	£44.00

Changes to Out of Hours Service

To access Healthcare Services when we are closed please call 111. The Patient will either be given telephone advice, a face to face appointment or a home visit.

If a patient requires a face to face appointment, they will be allocated an appointment at one of the locations listed below:-

- Biggleswade Hospital, Pottton Road, Biggleswade
- Bedford Hospital, Kempston Road, Bedford
- Town Centre GP Surgery, Luton
- Leighton Buzzard Health Centre
- Priory Gardens Surgery, Dunstable Highlands, Flitwick

How do I Order my medicines

You can request your medication online (please ask in the surgery or see our website for details on how to do this) or by bringing in your repeat prescription to the surgery.

Please allow 48 hours for us to process this for you (or 72 hours if we are sending it to the Pharmacy to allow for collection times).

If you are being prescribed medicines on a repeat prescription, you will receive enough of each medicine to last you one month. There are some exceptions which are packaged in three monthly amounts, eg contraceptive pills and hormone replacement therapy – these will continue to be supplied this way.

28 day prescribing reduces the amount of medicine which is currently wasted when medicines are stopped or changed by Doctors. It also reduces the amount which is wasted when partly filled containers are thrown away.

As all your medication will finish at the same time, you should only have to visit the surgery once a month to collect your repeat prescription. It will also reduce the likelihood of needing to make an emergency request if you run out of medicine.

Research has shown that a very large amount of medication is wasted when Doctors prescribe for two months or more resulting in the loss of millions of pounds of NHS money. This money could be used to provide services elsewhere in the NHS. A Department of Health report estimated that for every £100 spent of prescribing, £4 is wasted. This means that across Bedfordshire and Luton alone, up to £3.5 million is wasted on unused or partially used prescription medication.

£3.5 million would buy around:-

943 hip replacements

137 community nurses

230 drug treatment courses for breast cancer

3,500 more drug treatment courses for Alzheimer's

425 Heart bypass operations



Please do not stockpile medicines at home – only order those items on your repeat prescription that you need. Even if you do not order your medicines every month, they will remain on your repeat list for you to order at a later point.

****Please return unwanted medication to your local pharmacy for disposal****

Website and Online Services

We would like to take this opportunity to remind patients about our website

www.greensands.org.uk

The website contains up to date information on the Practice, our Doctors, Prescription's, our clinics and much more. It also provides a link to our online service "SystemOnline" which will allow you to book GP appointment's, renew prescriptions & view a summary of your medical record. Please note that if you already have an online account for booking appointments and ordering repeat prescriptions you will need to apply to view a summary of your medical record. If you would like to register to use the online service please speak to a member of our reception team.

Results Line



01767 260340

(Option 4)

You can find out the results of your blood test by telephoning our results line between 1 – 2pm Monday, Tuesday, Wednesday, Thursday and Friday.

Specimen drop offs

We have a visit from the Bedford Hospital courier service every lunch time to collect samples for analysis at the Hospital.

We would greatly appreciate it if you could please drop off your samples before 11.00am. Unfortunately, we do not have any way of getting specimens to the Hospital after this time. Please ensure your full name and date of birth are printed clearly on every sample otherwise it may get rejected.



SMS Messages

We are able to send text messages to confirm and remind you of your appointments. If you are happy for us to contact you by text please ask a member of the reception team to add your mobile telephone number to your records.

Please make sure that we have the correct contact information for you at all times. Please ensure that you let us know if you change your address and/or telephone numbers. It is really important that we have the correct information for you and your family.



Travel Health

If you are travelling abroad and need advice on any vaccination or tablets required for your holiday, please ensure that you pick up a travel health questionnaire from reception when booking your appointments with our Nurses or downloaded from our website. Ideally, plan this appointment at least eight weeks before your holiday to allow time for any vaccination course to be completed.

This questionnaire should be completed and returned to the Surgery at least one week before your appointment. The Nurse will look at your itinerary and plan your vaccination schedule beforehand. We are a designated Yellow Fever centre and provide a comprehensive travel vaccination service.

Counselling/Consultations are a requirement of the Surgery Clinical Team prior to any vaccinations being administered.

****PAYMENT WILL BE REQUESTED FOR ANY NON NHS VACCINES IN ADVANCE****

Urgent Care Practitioners

Our Urgent Care Practitioners (UCP's) are available to help with acute problems and illnesses and can prescribe medication where appropriate.

Appointments are available daily for the following:-

- Flu-like symptoms
- Headaches
- Earaches / Sore throats
- Back Pain (Muscular)
- Skin Infections (Impetigo)
- Minor Accidents
- Coughs
- Fever
- Morning After Pill
- Stomach Pain
- Hay Fever
- Rashes
- Cystitis
- Colds

Minor Injury Service

We are extremely fortunate that we are able to offer a Minor Injury Service to all of our patients in Pottton and Gamlingay Surgeries.

The following list gives guidance on the types of injuries and circumstances that lead to the use of our Minor Injury Service:

1. Lacerations capable of closure by simple techniques (stripping, gluing, suturing)
2. Bruises
3. Minor dislocations
4. Foreign bodies
 - a. Non-penetrating superficial eye foreign bodies
 - b. Accidentally introduced foreign bodies external to ears and nose
5. Following recent injury of a severity not amenable to simple domestic first aid
6. Following recent injury where it is suspected stitches/steri-strips may be required
7. Following blows to the head where there has been no loss of consciousness
8. Recent eye injury
9. Partial thickness thermal burns or scalds involving broken skin
 - a. Not over 1 inch in diameter
 - b. Not involving the hands, feet, face, neck, genital areas
10. Foreign bodies superficially embedded in tissues
11. Minor trauma to hands, limbs or feet



Coils – Dr Jarvis is fully trained to fit coils. **Please note as from January 2019 all Implants will be done via iCASH the Sexual Health Clinic. For more information please contact 0300 300 30 30 or www.icash.nhs.uk/contact-us**

Vasectomy Clinic - Dr von Blumenthal has a vasectomy clinic for patients of Greensands and the surrounding practices in Bedfordshire that hold a contract with the CCG for this service. If you are not a patient of this practice and your practice is unable to refer to us you can still see him for vasectomy counselling and surgery as a private patient.

For further information please call our Gamlingay Surgery on 01767 651544 option 2.

Gynaecology Clinic – A Consultant Gynaecologist from Bedford Hospital, attends for this clinic once a month at our Pottton Surgery. Referrals to the clinic will be made via your GP directly.

A&E Attendance

It is estimated that almost half of all A&E attendance could have been treated by a GP, Local Pharmacist or basic First Aid. If a patient attends Hospital this is a costly resource for the NHS, particularly attendance at the Accident and Emergency Department which potentially limits funds for other patients.

We would therefore like to encourage Patients that before going to Accident and Emergency to talk to us first between the hours of 8.00am – 6.30pm as this may prevent an unnecessary Hospital attendance as we can deal with a number of minor illnesses within the practice.

Please contact us before going to A&E to see if we can help.

In the event of an emergency call our emergency line:

Potton Emergency Line: 01767 260229

Gamlingay Emergency Line: 01767 651546

If you have a non urgent enquiry please call our Enquiries line and select the appropriate option:

Potton Appointment Line: 01767 260340

Gamlingay Appointment Line: 01767 651544

For all emergency calls between 6.30pm – 8.00am Monday to Friday and all day Saturday & Sunday contact our Out of Hours Provider on 111 who again may be able to prevent you from having to attend Hospital.

Missed Appointments

Missed GP appointments cost the taxpayer £162m and missed hospital appointments cost £750m per year.

Unfortunately we still have a large number of missed appointments, last month there were **238 missed appointments** in total, **151 at the Potton Surgery and 87 at the Gamlingay surgery.**

Please remember to call and cancel your appointment if you no longer need it so that it can be used for other patients.

We also operate a **telephone cancellation service** at both surgeries which is available between the hours of 6.30pm and 8.00am as follows:

Potton: 01767 260340 option 4

Gamlingay: 01767 651544 option 4

Surgery Parking

Please note for your safety there is only staff parking available on site at Potton Surgery.

There is one disabled space available at the top of the drive for patient convenience.



Would you recommend our GP Surgery

The Friends and Family Test

When you visit our GP surgery you will be asked about whether or not you would recommend our surgery to your friends and family, if they need similar treatment or care. You will also be invited to tell us: ***If we could change one thing about your care or treatment to improve your experience, what would it be?***

Your response is anonymous and you will be able to post the postcard in a ballot box in our reception area on your way out of the surgery.

If you are unable to answer the question, a friend or family member is welcome to respond on your behalf.

The information will give our GP practice invaluable feedback on what you think of the care and treatment you have received, which along with existing ways of gathering feedback, will help us to make improvements and improve the experience for our patients.