

CLIFTON MEDICAL PRACTICE NEWSLETTER



WINTER 2013

Christmas Closure

Please note that the surgery will be closed during the Christmas period from 4.30pm on Tuesday 24 December (Christmas Eve) until 8.30am on Friday 27 December 2013. Surgery will also close from 4.30pm on Tuesday 31 December 2013 (New Year's Eve) and re-open on Thursday 2nd January 2014. Should you require medical attention during the Christmas holidays you can ring 0115 921 1288 for assistance



CNAP Opening Hours—During the Christmas Period

Tues 24 Dec—Closed
Wed 25 Dec—Closed
Thurs 26 Dec—CNAP only 10am—6pm
Fri 27 Dec—Normal opening hrs
Sat 28 Dec—Normal opening hrs
Sun 29 Dec—Normal opening hrs
Mon 30 Dec—Normal opening hrs
Tues 31 Dec—Closed
Wed 1 Jan—Closed

Medication

During the Christmas period could you please ensure that you have the correct amount of medication you require during the festive season, but please don't request more than is necessary for this period.

Please also note that some medication is available to buy over the counter at your local pharmacy, e.g., Calpol, Paracetamol etc.

Ordering Repeat Medication on line (no more than four items)

Are you aware that you can order regular prescriptions online to save you putting in your repeat slip? You can do this via our website www.cliftonmedicalpractice.co.uk



Sit and Wait appointments

The practice operates a "sit and wait" surgery at 10.30am each day. Please note it is one appointment, one problem at the "sit and wait" surgery. If you wish to be seen in the sit and wait surgery, please arrive and book into reception before 11am.

Patients are seen on a first come first served basis and patients will be seen by a GP on duty that day. Unfortunately we are unable to offer a choice of GP at the sit and wait appointments.

Home Visits

If you require a home visit by a GP, could you please ensure that your request is phoned in by 10.30am at the latest. We understand that this is not always possible but your co-operation with this request would be much appreciated in order that GP's can then plan their workload.

Electronic Prescribing

From February 2014 it is planned that the surgery will introduce electronic prescriptions for patients.

What does this mean for our patients? Patients wishing to use the new service will be able to sign up for their prescription to be sent electronically to a pharmacist or dispensing appliance contractor of their choice. Patients can sign up for the service now in readiness for February by talking to their local pharmacy who will explain the service further to them.

More details will be available on our website www.cliftonmedicalpractice.co.uk

and in the surgery after Christmas.

Change of address or telephone details



Have you moved house recently or changed your telephone details? If so please let us know as soon as possible. It is important that our records are kept up to date. If for example you are referred to a specialist then they will be able to get hold of you should they need to. Please note that if you are referred and they are unable to contact you they will not leave any messages on an answer-phone because of the Data Protection Act.

Nurse Appointments

Please be aware that our practice nurses are available for routine symptoms, e.g., sore throat, earache, conjunctivitis, pill checks etc. They are available for the treatment of minor illnesses by routine appointment. Please note that the treatment of head lice, thread worms etc are not deemed as urgent. Over the counter remedies are available from your local pharmacy.



Patient Expectations

Both GP's and staff endeavor to provide the best service to all our patients. We understand that on occasions waiting times for appointments can be extremely frustrating especially if you are requesting to see a specific GP of your choice. Please be aware that both GP's and Nurses can run late due to medical emergencies etc., however should this occur the Reception staff will always endeavor to keep waiting patients informed. We would appreciate your co-operation in recognizing that we are extremely busy.

In one of our future publications of this newsletter we will endeavor to provide you with details of what GP's daily working lives are like within the practice. When surgery consultations are over GP's have a great deal of paperwork to carry out as well as telephone consultations, home

visits, this includes weekly visits to the local nursing homes etc. Therefore if you see a GP when surgery is over they are still working behind the scenes.

Accident & Emergency

Are you aware that members of the public are now using A&E as another route to getting seen for minor illnesses other than visiting their GP? This is extremely costly to both the Practice and the Health Service. Please note that we have an excellent nursing team who can treat minor illnesses and also an excellent "Sit and Wait" service here at the surgery from 10.30am everyday.



Attending A&E for minor illnesses is such a waste of resources and NHS money so please help us reduce visits to A&E from patients of this practice. For example, every time someone visits the A&E Department it costs the local NHS at least £57, even before any treatment is received and can cost up to £200 (plus much more if you are admitted. The average cost when a patient is admitted is £2,000). By comparison, a visit to the Walk-in Centre costs the local NHS approximately £30 and a visit to the GP does not incur any additional costs to the local NHS. Please take time to think about your options including your GP, Practice Nurse, ringing the NHS 111 and the Walk-in Centre and remember that the A&E Department at the hospital is for **EMERGENCIES** only.

Staff Training

Please note that the surgery will be closed from 12 noon on the dates listed below for staff training

4 February 2014

4 March 2014

13 May 2014

Merry Christmas and a Happy New Year to all our patients from all the GP's and staff here at Clifton Medical Practice