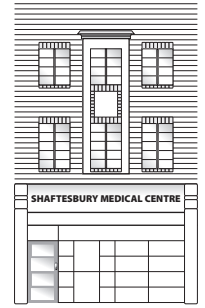


# The Shaftesbury Circular

The Newsletter of The Shaftesbury Medical Centre

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Issue No. 1

Spring 2010

## Patient Association and Patient Group Meeting.

Shaftesbury Medical Centre is keen to develop a Patient Group Association that can support the surgery and provide patient views. The Association will need a group of core members. So don't be shy, get involved! Your surgery needs you!

### Patient Group Meeting:

21st April 2010 at 5.30pm

We invite you to come and join the meeting.

### We want to hear your views.

Hear more about the Patient Survey.

Help us develop as a practice!

Light refreshments will be available.

Please leave your name and contact details with reception if you wish to attend.

## Welcome to issue 1 of the Shaftesbury Circular

We hope to publish this newsletter twice a year bringing you news and information about the services on offer to you at your surgery.

## Patient Editor

We are looking for a patient to join the newsletter team to help us develop the Shaftesbury Circular. This is an exciting opportunity for you to get involved with your surgery. If you are interested then please leave your name and contact details with reception.

## Your Surgery – Your Say

We very much welcome your comments and suggestions. Please make use of the Suggestions Box available in each waiting room.

## Opening Times and Extended Hours

Did you know that we now open at 8:30 am every weekday morning? In response to the latest National GP Patient Survey we extended our opening times as of January 2010. We are now also able to offer GP appointments from 8:30 am.

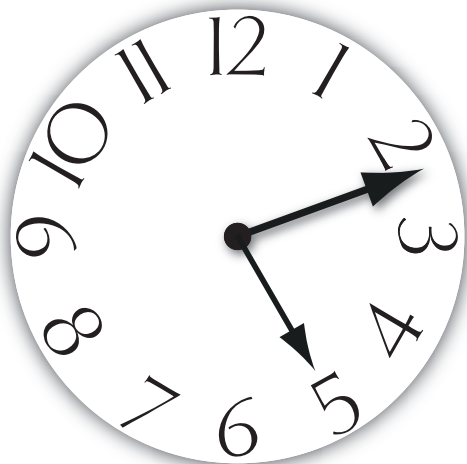
### Our current opening times are:

<b>Monday</b>	8:30 am to 1 pm	–	1:30 pm to 6:30 pm
<b>Tuesday</b>	8:30 am to 1 pm	–	1:30 pm to 6:30 pm
<b>Wednesday</b>	8:30 am to 1 pm	–	1:30 pm to 5:00 pm
<b>Thursday</b>	8:30 am to 1 pm	–	1:30 pm to 6:30 pm
<b>Friday</b>	8:30 am to 1 pm	–	1:30 pm to 6:30 pm

### We close between 1pm and 1:30pm each day.

In addition we hope to be able to offer further extended hours on Tuesdays between 6:30 pm and 8:30 pm from April 2010 (subject to Primary Care Trust approval).

Watch this Space...



## Staff Profile

Shaftesbury Medical Centre is delighted to introduce to you a new



member to the Medical Team. Dr Almona Musa has joined us as a permanent full time GP Partner. She previously worked as a GP in Brent for 5 years. She has an interest in Cardiovascular Health and Women's Health and fits coils. She has also become the lead clinician for the Baby Clinic. She has an avid interest in teaching and teaches Medical Students from Imperial Medical School. She is an approved GP Trainer and has plans to train qualified doctors who want to become the next generation of GPs

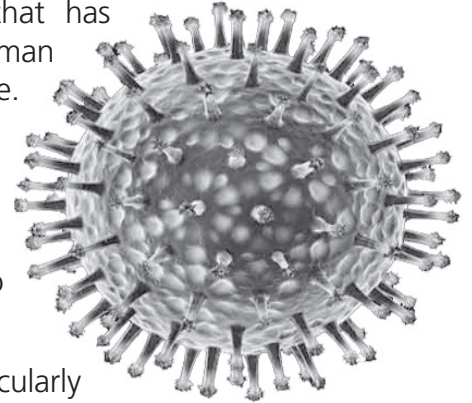
## Is it the cold or is it the flu?

Common Cold: rare to have a fever, often mild with stuffy nose, can lead to sinus congestion.

Flu: patients usually have a high fever  $>38^{\circ}\text{C}$  lasting 3-4 days, often with a headache and general aches and pains, difficulty getting out of bed. Can lead to complications such as chest infections. Tiredness and weakness can last a few weeks

## Seasonal Flu and Swine Flu

Swine flu is a new virus that has spread with human to human contact very quickly worldwide. Everyone is at risk. The main protection from this virus is the swine flu vaccine which is available at this surgery. Please speak to Reception to make an appointment.



The swine flu vaccine is particularly advised for:

- pregnant women
- any child under age 5
- at risk group from age 6 months to 65
- (diabetics, chronic lung disease, chronic heart disease, chronic kidney disease, chronic neurological disease, immunosuppressed)

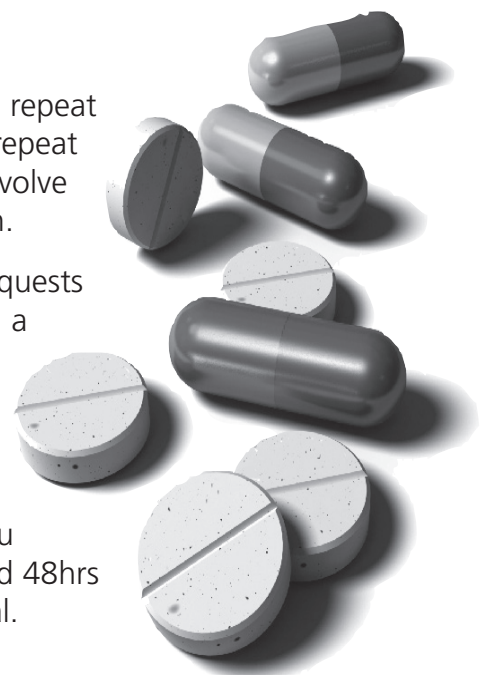
Seasonal flu is also a virus illness that occurs each year in the UK and affects mostly the at risk age groups. Each year a vaccine is developed to help protect us from this mutating virus. This vaccine is different to the swine flu vaccine.

## Medication Reviews

The surgery is keen to ensure the correct monitoring of your repeat medications and your safety. This is why we need to review your repeat medication about every 6 months or sometimes sooner. This will involve reviewing your medical condition for being on the repeat medication.

Repeat prescriptions can be ordered in writing or by fax. Telephone requests are only accepted for the housebound patients. You can also ask a pharmacy of your choice to make the request on your behalf. We require 48 hours notice to process your request. We are unable to process any request of medication not already on repeat.

If the Hospital starts you on a new medication you do have the choice of obtaining this medication at the Hospital Pharmacy. If you choose to obtain the prescription from the Surgery then we will need 48hrs to process this request with confirmation in writing from the Hospital.



# Surgery Appointments System

Doctor/Session	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Musa	8.30 – 11.30am	8.30 – 11.30am	8.30 – 10.30am	8.30 – 11.30am	—
	4.00 – 6.00pm	4.00 – 6.00pm	—	4.00 – 6.00pm	—
Baby Clinic	—	—	2.00 – 3.30pm	—	—
Dr Hayat	—	9.30 – 12.00pm	—	9.30 – 12.00pm	9.30 – 12.00pm
	—	4.00 – 6.30pm	—	—	4.30 – 6.30pm
Dr Manivannan *Alternate Weeks	9.30 – 12.00pm	—	9.00 – 11.30am	—	9.30 – 12.00pm
	*2.00 – 4.00pm	—	—	—	2.00 – 4.00pm
	*4.00 – 6.00pm	—	—	—	—
Nurse	9.15 – 11.45am	9.15 – 11.45am	9.15 – 11.30am	9.15 – 11.45am	—
	2.30 – 2.45	—	—	—	—

You may pre-book your consultation with any of the doctors – If your appointment is urgent and you telephone on the day, you will see the first doctor that is available on that day (not necessarily the doctor of your choice). We aim to see all urgent cases the same day.

If you are unable to keep your appointment for any reason, please call us and let us know as this allows us to see our urgent cases and keep the surgery running smoothly.

## DNA (did not attend) Rates

We have recently been looking at our DNA rates. Unfortunately a lot of appointments are lost due to non attendance of booked appointments.

We are able to offer on average 940 appointments per month with a GP. In December 2009 - 111 appointments were lost,

in January 2010 - 113 appointments were lost and in February 2010 - 102 appointments were lost due to non attendance and non cancellation. A total of 11.5% of GP appointments were lost during the three month period.

In addition 316 of other health professional appointments including the nurse, phlebotomist, dietician, diabetic specialist nurse, midwife etc. were lost due to non attendance and non cancellation.

We are committed to making the best use of NHS resources. Missed appointments have an impact on the services provided to patients as well as having a financial impact on your NHS.

Help us to provide the best possible service by cancelling any appointments that you cannot attend or no longer need so that this may be offered to another patient. Thank you.

## Summary Care Records

Do you want your Medical Records to stay confidential to this practice only, or to be shared & uploaded onto the NHS Central Record System (NHS Spine)?

Very soon you will be asked this question.

The Summary Care Records (SCR) will contain essential medical information such as your medication and allergies.

NHS Staff outside the GP Practice will be able to view it but access will be restricted to NHS Staff only coming into contact with you such as the Hospital Emergency Doctors and Nurses or Out of Hours Doctors who need to treat and help you when your GP Surgery is closed.

If you do not respond it will be assumed you agree to this.

# Hot Tip

If a doctor is running late please remember it is usually due to a variety of reasons:

- Complicated medical history
- Multiple symptoms
- Medical Emergency +/- requiring admission and referral to the hospital
- Language barriers
- Patients coming late

Please help us by:

- Arriving on time
- Being patient
- Booking double appointment if an interpreter is needed
- One appointment per patient

Please remember:

- Each booked appointment with the GP is 10 minutes
- If you are more than 15minutes late you will be asked to rebook
- An emergency on the day appointment can be made for only one urgent problem
- Routine appointments can be booked in advance

## Practice Website

Have you seen the new surgery website? It's at  
[www.shaftesburymedicalcentre.co.uk](http://www.shaftesburymedicalcentre.co.uk)

You can access it 24 hours a day 365 days a year.

You can make on line repeat prescriptions requests

cancel appointments

subscribe to the practice newsletter and keep up to date with latest practice news

***Don't Delay, Click Away!***