

NEWSLETTER

FOR PATIENTS OF CROWN HEIGHTS MEDICAL CENTRE



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This has been a particularly difficult year for flu vaccinations following a change in vaccine instructions.

Previously we have given the same vaccine to all patients who are eligible for a flu "jab". This year there was a change, resulting in a different vaccine for 65 and over patients, and those under 65 with chronic conditions. The outcome of this is that there is only one supplier of the over 65 vaccine across the country and the demand has exceeded their ability to supply to a previously agreed schedule. Therefore instead of receiving all our vaccine by the first week of October our final delivery is 2 November.

This unfortunately has meant that we have had to cancel appointments as our stock has been used up. We are advised that the vaccine rules will be the same next year but that delivery will be much earlier. Our apologies for those patients we have had to cancel.



Nasal spray flu vaccine for children In the autumn/winter of 2018/19:

The vaccine will be available free on the NHS for eligible children, including:

- ❖ children aged 2 and 3 on 31 August 2018 – that is, children born between 1 September 2014 and 31 August 2016
- ❖ children aged 2 to 17 with long-term health conditions
- ❖ children in reception class and school years 1, 2, 3, 4 and 5. Please note that this age group will be vaccinated at school

REMEMBER Flu is a very unpleasant illness and the vaccine helps protect the child as well as stopping them spreading flu to vulnerable friends and relatives. Child flu vaccinations available now.

MISSED APPOINTMENTS

Many of you will see on the notice board in Reception and on the TV screens and web site that we regularly have in excess of 450 appointments per month where a patient fails to attend. This equates to 28 GP sessions per month or a full time GP for 4 weeks.

It would significantly improve our appointment wait time if patients who need to cancel advise us. Cancellations can be made by telephone, responding to the text message we send or via our website.

Please help us to use all available appointments.



CHILDHOOD IMMUNISATIONS



Our Practice Nurses are responsible for giving your children the immunisations they need to protect them against the many diseases they are at risk of.

It is not unusual for our Nurses to spend time contacting parents asking them to bring their children in or to let us have copies of the immunisations their children have had elsewhere. Please help us to help you keep your children healthy by bringing them in promptly when you are contacted.



MAIN WAITING ROOM

Your Patient Participation Group (PPG) will shortly be undertaking a project to establish if they can improve the confidentiality in the main waiting room.

If you have any thoughts or ideas on changes that could be made please address them to the PPG via the general email address on the Contact Us page on our website.

ONLINE ACCESS

You can sign up to book appointments and order repeat prescriptions online. Please ask our reception team for details.

HAVING A PROBLEM WITH ONLINE ACCESS?

In the first instance visit <https://support.patientaccess.com/contact-support> or email support@patientaccess.com to get support from them directly.



SELF CARE – YOU ARE IN CHARGE

NHS England has conducted a review of medicines prescribed on the NHS for minor self-limiting conditions. Public and patient groups and healthcare professionals were included in the review process, which published its recommendations in early April 2018. The resulting list from NHS England details minor conditions for which over the counter (OTC)

medicines should not be routinely prescribed by GP practices for their patients. In accordance with these recommendations, the practice will be recommending any patient requiring OTC medicines for the following minor self-limiting conditions will purchase the medication from a pharmacy:

Sore throat • Cold sores of the lip • Conjunctivitis • Coughs & colds & nasal congestion • Cradle cap • Haemorrhoids • Infant Colic • Mild cystitis • Mild irritant dermatitis • Dandruff • Diarrhoea in adults • Dry eyes/sore eyes • Ear wax • Excessive sweating • Head lice • Indigestion & heart burn • Infrequent constipation • Infrequent migraine • Insect bites & stings • Mild Acne • Mild dry skin • Sun Burn • Sun Protection • Mild to moderate Hay fever/Seasonal Rhinitis • Minor burns & scalds • Minor pain conditions with discomfort and/fever e.g. aches & sprains; headache, period pain, back pain • Mouth Ulcers • Nappy Rash • Oral Thrush • Prevention of Tooth Decay • Ring Worm/Athlete's foot • Threadworms • Travel sickness • Warts and Verrucae

This restriction of prescribing for minor, short-term conditions is expected to save the NHS in England around £100 million, which is money that can be put to better use in these cash strapped times. An example of the actual cost of an OTC medicine for travel sickness tablets from a GP consultation to end payment is over £35 when they can be bought in a pharmacy for £2.18.

Some examples of what this NHS saving could be spent on in England are: • £45 million could fund around 4,700-cataract operation or 1,200 hip replacements • £7.5 million would

fund around 300 Community Nurses • £5.5 million would fund around 1,500 hip replacements.

We are encouraging our patients to use their local Pharmacy as their first port of call for these minor conditions. Your local community pharmacist is able to provide you with help and advice on the use and selection of OTC medicines. Pharmacists are highly qualified healthcare professionals who complete a 5-year degree course, which involves on both the job training and academic study at University. Your local community pharmacist is more than just a shopkeeper!

IMPROVED ACCESS TO GP SERVICES

You can now access additional Primary Care Services in the evenings and at weekends. Improved Access is a North Hampshire wide initiative where local surgeries are working together to offer increased availability of services and appointments in the evenings and at the weekend. In our case we are working with Bramblys Grange and Odiham & Old Basing Health Centres. These appointments are available 18:30-20:00 Monday to Friday; on Saturdays and on Sundays (at Basingstoke Hospital). This collaboration means you may be offered an appointment at one of the other practices. Appointment types will vary - some being face-to-face, some on the phone - and there will be a mixture of bookable and same-day appointments available across the week. We will be offering appointments with GPs as well as with other healthcare professionals, such as a Practice Nurse or Healthcare Assistant. We are keen to balance the importance of continuity of care with convenient access for patients, while ensuring that the service is safe. For more information or to book such an appointment, please contact us during normal opening times. A receptionist will explain the process and ensure the booking is appropriate. You will need to give consent to use this service.

MJOG TEXT MESSAGES

The Practice uses a text service called MJOG. This allows us to remind you of your appointments and capture your reply for example for appointment cancellations or for responses to invitations for reviews. We also use it for special health campaigns. Please keep us up to date with your mobile number. We promise not to overload you with text messages.

PNEUMOCOCCAL VACCINATIONS

There are shortages of this vaccine across the country, and therefore it will not always be possible to vaccinate eligible patients. We will offer to put you on a waiting list and will contact you as soon as the vaccine is in stock.

E-CONSULT

Urgent medical need? Need administration help, a fit note or to discuss a blood result. Want to know if you can get advice for your problem without having to see a GP? If you're over 18 and have access to the internet why not try E-consult. You can access this by going to our website crownheightsmedicalcentre.co.uk and clicking on the picture link on the homepage.



WELCOME

We've had a number of new staff join our Reception Team:
Kayleigh Burton
Ria Cawvey
Sheridan Chapman
Kelly Fishburn
Pauline Harrison
Sapphira O'Brien

In the Back Office we have a new Finance Manager, Shannon Hale, and an additional Medical Secretary, Janette McKillop.

Also a welcome to Amy Tansley who has joined us as a Paramedic.

We say goodbye in December to one of our Nurse Practitioners, Lorna Farmer, and one of our Practice Nurses, Trudi Harwood, but welcome back from maternity leave Cerys Stowe.