



Branch End Surgery

NEWS

Dr L Corbett Dr A Maguire Dr F Kamali Dr L Dornan Dr S Gupta

Goodbye & Hello!

We are sad to announce that our GP Dr Sajni Gupta has decided to leave us. Dr Gupta has been with us since June 2009 but will be continuing her career as a GP Partner at Newburn Surgery. She will be greatly missed by the whole of Branch End Surgery team but we wish her all the best in pastures new.

Dr Gupta's last day at the practice will be Friday the 5th August.

We are delighted to welcome Dr Charlotte Gooding to our team from the 1st August.

You may remember Dr Gooding worked with us a little while ago as a Registrar and now that she is fully qualified, she has joined us as a permanent part of our team.

Dr Gooding will work 5 sessions a week. She is a brilliant GP and brings lots of enthusiasm and excellent medical knowledge.

We also wave a fond farewell to our Registrar Dr Tiffany Chan. Tiffany has spent the last 6 months working as part of our team. We wish her all the best in her future career.

We welcome our new Registrar Dr Murray Head who will be with us till February 2017. He will be working fulltime.

Nurse Practitioner

Sometimes we need a little help to offer our patients enough appointments and we ask our Nurse Practitioner, Jean McIver to come in and help us out.

Jean is qualified to deal with referrals, a range of minor illnesses in patients over 4 weeks of age such as cuts and grazes, strains and sprains, bites and stings, stomach upsets, ear and throat infections, minor scalds and burns, emergency contraception, cough and colds, sexual health advice and minor skin infections and rashes. She is also a qualified Nurse Prescriber. She can prescribe any medication apart from Controlled Drugs.

Please consider booking an appointment with Jean rather than use a GP appointment.



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Repeat Prescribing

If you are on long term medication, we have a computerised system which allows you to obtain a number of repeats without seeing your doctor.

After an interval agreed with your doctor, you will be asked to make an appointment for a check-up. The purpose will be to monitor your condition and to ensure that you are taking the most effective treatment and to check that your current dosage is still the most appropriate.

IT IS VERY IMPORTANT THAT YOU ATTEND FOR THESE REGULAR MEDICATION REVIEWS AS REQUESTED BY YOUR DOCTOR!

Please note that, in accordance with national guidelines, the practice usually prescribes a **28 day** supply of any drug.

OBTAINING A REPEAT PRESCRIPTION

Requests for repeat prescriptions should be made **at least two working days before the medication is required.** We need this time to prepare, check and sign the prescription. If your medicines are dispensed by the practice, it also allows time for less common drugs to be ordered and to be distributed fairly.

Prescriptions will be available for collection within 48 hours of being requested. (excluding weekends and bank holidays)

Please always order well in advance and never allow yourself to run out of medication.

Q Why does it take 48 hours for a request to be processed.

A This time is not only standard throughout the profession but is needed to process the huge number of repeat prescriptions we receive daily and for the GP to review and sign this request.

Q What happens if I run out of Medication and do not have any medication

A This action is very disruptive to the the practice and please extend the courtesy to the Doctors by giving us the **48 hour** notice.

The way this will be dealt with will be decided on a case by case basis and we will want assurances that the patient is taking action to ensure this does not happen again. If the medication can be bought over the counter you will be told to do so until the prescription is prepared in 48 hours as usual.

Taking Receptionists away from the front desk or answering the telephones to get prescriptions signed causes delays to other patients and we have a duty to ensure patients that are seeing Doctors take preference. All prescriptions have to be signed by a GP and if the GP is seeing patients you will normally be asked to come back later. Repeat offenders may be given only 2 days supply and in repeated cases will be removed from the Practice list. If you run out of Medication when the Surgery is closed you can ask your usual chemist for an advance on your next prescription or telephone the Out of Hours Provider, 111



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Have we got your correct contact details?

Please update us with any details that may have recently changed so we can contact you when required.

For example your name, address or (mobile) telephone number.

Please note that when changing your details we require valid ID and proof of new address.

GP Friends & Family Test + Suggestions

As a practice, your feedback is very important to us. Therefore when you visit our surgery, we have feedback forms asking whether or not you would recommend us, choosing from one of the six answers ranging from 'extremely' likely to 'extremely unlikely'. You also have the option to write a comment to us.

Your response is anonymous and we have a red box in the reception waiting rooms or you can also complete the test online. This is a great way for us to collect your feedback and to improve our services to you!

Reception

Please be aware that if the receptionist is on the telephone when you present at the reception desk you may have to wait until the call is finished before you are attended to.

Our staff may be taking details of test results from the laboratory or speaking with someone about a delicate matter and cannot interrupt the call.

Our staff will attend to you as soon as they are able.

Please remember that the person on the other end of the telephone does not know you are waiting to be dealt with, so your patience is much appreciated.

Our Online System

You can access a wide range of services from the comfort of your own home. It allows you to order repeat prescriptions, make and cancel appointments and gives access to detailed coded medical records. This is a huge benefit to most of our patients as it saves time trying to get through to us via telephone when you can access everything you need online. To access our online services you will need a username and password which can be obtained from our reception. (Please note you will be asked for ID)



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DO YOU KNOW YOUR NHS AND WHAT IT COSTS?

Calling an Ambulance: £240.00
Stepping into A & E: £111
**Stepping into your GP Surgery:
£32.00**

A call to NHS Direct: £16.00
A click on NHS Choices Website:
£0.46

The NHS is free at the point of contact for everyone and we need to keep it that way.

We need to keep it publicly owned, publicly run, free at the point of contact and run as a service for people not profit.

Please use your NHS Services wisely

Plan C....

Branch End Surgery is part of the C-Card Scheme
If you are aged 13 to 24 you are entitled to free condoms through the Your C-Card Scheme.

Wearing condoms can prevent pregnancy and the spread of STIs.

Flu-Clinics 2016

Please note that we will **NO** longer be sending out invites by post.

The clinics will take place in October, but as soon as the dates for our Flu-Clinics 2016 are confirmed we will be notifying our patients through our website and notices throughout the surgery.

Non Urgent NHS Work

Please note that there are charges for all non NHS-work related requests i.e; Claim forms, Medicals, Holiday cancellation forms etc. We are experiencing an increased amount of requests for these to be put forward to our GP's. Although we are happy to assist, these are **NOT** urgent requirements.



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DETOX YOUR MEDICINE CABINET!

Do you even know where your first aid kit is? Do you even own one?

A recent survey showed that those of us that own a medicine cabinet or first aid kit, barely check its contents. It seems we hoard everything from old vitamins to aged cough syrups and only a few people think to check the use by dates.

Although taking an out of date product is unlikely to be harmful, vitamins and medicines deteriorate over time, so you will no longer obtain the benefits and your symptoms may continue to worsen rather than improve.

Go through your medicine cabinet and check sunscreens, insect repellents and first aid kits.

Discard any items that are out of date, have leaked, changed colour, smell odd, or changed in any way.

Check that sterile dressings and bandages are still properly sealed.
Return any medicines that are expired or no longer needed to a pharmacist for safe disposal.

Replenish stocks that you are still likely to need.

Parking

Please can we ask all patients **NOT** to park in Brettonby avenue. Especially on a Wednesday, as it blocks the road for the bins to be collected.



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DID NOT ATTEND (DNA)

In the last 3 months we have had a total of
DNA (wasted) appointments.

July:	43 (586 minutes)
June:	63 (843 minutes)
May:	61 (825 minutes)

This is where a patient both failed to turn up at the surgery and failed to notify the surgery in advance.

Each of these appointments has prevented us from seeing another patient instead.

Please make sure you cancel your appointment if you know you are not going to attend.

Even if it is on the day itself, we operate a cancellation list and could give this appointment to somebody else in need.