



Branch End Surgery

NEWS

Dr L Corbett Dr A Maguire Dr F Kamali Dr L Dornan Dr C Gooding

February 2017 – Please take one

Hello & Goodbye

We are pleased to announce Dr Maguire has returned back to work at the Surgery.

He has been a great miss over the last couple of months and we are glad to have him back on board!

Dr Gooding is now on Maternity Leave from Wednesday the 1st February until January 2018

Covering her sessions will be Dr Samantha Foster.

Dr Foster is originally from Stocksfield and a very experienced GP.

Welcome to our new Registrar Aditi Kumar, who will be with us until August 2017.

We hope she will enjoy her time and learn a lot from working at Branch End Surgery.

Do we have your up to date contact details?

We have had a few incidents recently where we were unable to get hold of patients or inform patients of changes to their appointment at the surgery or elsewhere.

If you are unsure, please double check we have your up to date telephone number and address on our records.

Disabled Parking Bay

As you may have noticed there is now an additional Disabled Parking Bay outside the Surgery.

The Surgery has been informed that the bay is enforceable and a fine will be given for parking (partly) in it without a valid 'Disabled' badge.

Please take notice when parking outside the surgery.



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Why does the receptionist need to ask what's wrong with me?

It is not a case of the receptionists being nose!

The reception staff are members of the practice team and it has been agreed they should ask patients 'why they need to be seen'. Reception staff are trained to ask certain questions in order to ensure that you receive:

- the most appropriate medical care,
- from the most appropriate health professional,
- at the most appropriate time.

Receptionists are asked to collect brief information from patients:

1. To help doctors prioritise house visits and phone calls
2. To ensure that all patients receive the appropriate level of care
3. To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules

- Any information given by you is treated strictly confidentially.
- The Practice would take any breach of confidentiality very seriously and deal with accordingly.
- You can ask to speak to a receptionist in private away from reception.
- However if you feel an issue is very private and do not wish to say what this is then this will be respected.



Thank you for your support



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WASTED APPOINTMENTS

Due to the increase of non-attended appointments and limited availability of GP appointments, Branch End Surgery will be reviewing all cases of non-attendance on a strict monthly basis.

This is where a patient **both** failed to turn up at the surgery and failed to notify the surgery in advance and where the appointment could have been offered to another patient instead.

If a patient has DNA'd on several occasions this will now result in the practice reviewing the circumstances behind their non-attendance and will consider removing the patient from the patient list.

We realize there may be an important reason why a patient was not able to attend but kindly ask everybody to cancel an appointment if unable to attend or no longer require it.

We can then give this appointment to another patient in need.

In January Branch End Surgery had **62 wasted** appointments





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Suggestion boxes

We have placed a suggestion box in upstairs and downstairs waiting rooms. Please submit any suggestions, complaints or thoughts you have. The practice and the patient forum will discuss these at our monthly meetings.

For any patient wishing to make a formal complaint, we do have a complaints procedure in line with NHS guidelines, and you should initially contact the Practice Manager regarding this.

Your feedback is much appreciated.

Branch End Patient Participation Group

A Patient Participation Group is a selection of patients and practice staff who at regular intervals stay in contact to decide ways of making a **positive contribution** to the services and facilities offered by the practice to our patients.

We want to ensure that the views of patients and carers are being fed into the practice regarding the services they deliver and any changes or new services that are being considered.

To do this we are compiling a contact list of email addresses so that we can contact you by email every now and again to ask you a question or two.

Are you interested in giving your views?

Please provide your contact details on the forms at reception; we will only use information to contact you and will keep your details safely.



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Hexham Urgent Care Centre

Northumbria Healthcare has taken temporary but necessary steps to ensure that the skills of vital urgent and emergency care nursing staff are maximised during what is expected to be an extremely busy winter for the NHS. The opening times of the trust's three urgent care centres at Hexham, North Tyneside and Wansbeck general hospitals have changed from 24 hours a day, to 8am to midnight, seven days a week from 1st December.



Talking Matters Northumberland will be running a Self-Esteem Class on Monday evenings in Hexham throughout 2017. If you struggle to identify your self-worth or if you place a low value on yourself, if you experience recurrent episodes of depression or constantly (unhelpfully) strive for perfection, then this class might be of benefit to you. We will meet weekly on Monday evenings (from 6pm to 7.30pm) in Hexham over ten sessions. If you think this may be of interest to you there is more information available on the [Practice website](#), or from the reception desk. Alternatively you can directly contact Talking Matters' main number: 0300 30 30 700. Say you are phoning to ask about the Hexham Self-Esteem Class as advertised in the GP Surgery and you will be contacted by one of the practitioners who run the class to discuss it further.



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New Parents

Congratulations on the birth of your baby. We are sure that you will be advised to attend the practice for a six week check with your baby. Before we can do this, you need to register the baby with the practice. You will need to look through the information you are given by the hospital, or community midwife, for the baby's NHS number and complete a registration form.

Please ask our reception for further information.

Charges for non-NHS work

Please note that we charge for work which is not contracted for by the NHS. This included certain vaccinations, driver medicals and other reports. Please see our list of prevailing charges displayed in the surgery and on our website www.branchendsurgery.co.uk

Test Results

The majority of test results are returned to the surgery after **five working days**. Please bear this in mind and only contact the surgery after the sufficient time has elapsed. Results can be obtained by contacting the reception team.

It is practice policy to only release the test results to the person whom they relate, unless that person has given prior permission for the release of this data. We have a strict policy regarding confidentiality and protecting our patients and their data.

It is your responsibility as a patient to obtain your results and to make an appointment with a doctor to discuss the results if you have been advised to do so.

Please note that our reception staff are not qualified to comment on results until the doctor has viewed and commented on the result. Only then may the receptionist release the information to the patient.



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Aged 60-74?

The NHS Bowel Cancer Screening Programme offers screening every two years to all men and women aged 60-74, who are registered with a GP. You will automatically receive a test kit in the post with instructions.

The test can detect invisible early signs of bowel cancer.

Taking part is easier than you think.

If you have been invited to take part and need more information or a new test kit please contact **0800 707 6060**

Aged over 74?

If you would still like to take part, call Freephone **08007076060** to request your free test kit.



If your aged 40-74 you may be eligible for a **free NHS Health Check.**

It's a great way to check your health and get personalised advice on keeping yourself healthy and active.

Think of it as your Health MOT.

As we get older, we have a higher risk of high blood pressure, heart disease or type 2 diabetes.

The check is to make sure some of your Body's most important systems are all running smoothly and it helps to spot any potential problems before they cause real damage.

Your blood pressure, cholesterol and BMI will all be checked and your results given to you.

The check is free of charge, including any follow-up tests or appointments.

Please ask our reception staff about how to book an appointment.





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4 in 10 cancers can be prevented through lifestyle

In the UK, more than 1 in 2 people will develop cancer at some point in their lives. But experts estimate that **more than 4 in 10 cancer cases could be prevented by lifestyle changes**, such as:

- not smoking
- keeping a healthy bodyweight
- cutting back on alcohol
- eating a healthy, balanced diet
- keeping active
- avoiding certain infections (such as HPV)
- enjoying the sun safely

For more information, help and advice about making healthy lifestyle changes, please go to: <http://www.nhs.uk/change4life> or speak to your doctor.

Spotting cancer sooner

Spotting cancer at an early stage can save lives. Knowing what's normal for your body means you're more likely to recognise something different.

By being aware of how you usually feel can help you notice when something's different – whether it's a cough that hangs around for a few weeks, spotting blood in your poo, having persistent heartburn or any other change that isn't normal for you.

About Cancer Screening

Cancer screening involves testing apparently healthy people for signs of the disease.

It can save lives by finding cancers at an early stage, or even preventing them. Screening is not the same as the tests a person may have when doctors are diagnosing or treating cancer.

The UK has 3 screening programmes: Bowel cancer screening, Breast cancer screening and Cervical cancer screening.

Benefits and risks of screeningWe know that cancer screening saves thousands of lives each year. It can detect cancers at an early stage and in some cases, even prevent cancers from developing in the first place.

But screening is not perfect. The tests can miss cancers, and have other risks too.

Whether or not to go for screening is your choice. You should read the information you are sent with your screening invitation to help you make an informed decision, and ask your doctor if you need help.

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