



# Branch End Surgery

## NEWS

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

July 2017 – Please take one

### Hello & Goodbye

It is with regret that we inform our patients that our practice nurse Michelle Milburn has left the surgery.

The team miss her very much but we wish her all the best at her new job at the Freeman Hospital.

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We are delighted to welcome Rob Forder to our team.

Rob is our Senior Receptionist / Dispenser and started with us in June.

Good luck Rob!

### Repeat Prescriptions

Please can we ask patients to not call for their repeat prescriptions before 9:30am.

Alternatively we encourage our patients to order prescriptions online.

### 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 do not abuse this parking space.



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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 May Branch End Surgery had **49 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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**There are three types of cancer screening for adults in England, and they save thousands of lives each year.**

### **Cervical screening**

Cervical screening is offered to women aged 25 to 64 to check the health of cells in the cervix. It is offered every three years between the ages of 26 and 49, and every five years between the ages of 50 and 64.

### **Breast cancer screening**

Breast cancer screening is offered to women aged 50 to 70 to detect early signs of breast cancer. Women over 70 years old are not automatically invited to attend breast screening, however they are still entitled to be screened. Women over 70 will need to ring their screening service every three years to book their appointment. If you are over 70 and would like to book your mammogram, please call the Newcastle Breast Screening Office on 0191 282 0202.

Breast cancer screening uses an X-ray test called a mammogram that can spot cancers when they are too small to see or feel. There's a good chance of recovery if the cancer is detected in its early stages.

### **Bowel cancer screening**

There are two types of screening for bowel cancer. A home testing kit is offered to men and women aged 60 to 74. Bowel scope screening uses a thin flexible tube with a tiny camera on the end to look at the large bowel. It is offered to men and women at the age of 55 in some parts of England.

Please follow the links on the web page below for more details:

<http://www.nhs.uk/Livewell/preventing-cancer/Pages/cancer-screening.aspx>



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## Flu Vaccinations

The surgery will not be sending out letters to invite patients to attend for their flu jab.

We will notify patients through posters, on our website and notifications in the NE43 news when our Flu Clinics will take place.

## Charges for non-NHS work

Please note that we charge for work which is not contracted for by the NHS. This includes 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](http://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.