



Branch End Surgery

NEWS

Dr A Maguire Dr F Kamali Dr L Dornan Dr V Parker Dr P Eastaugh

November 2018 – Please take one

Branch End Charity Christmas Hamper 2018 **Proceeds will go to help Oliver raise money for RVI Ward 1B**

Five year old Oliver Macklam, patient at Branch End Surgery, was diagnosed with a rare form of brain tumour, an Ependymoma tumour, which is thought to only affect thirty to forty people a year in the UK.

The Broomley First School pupil underwent ten hours of brain surgery at the RVI in Newcastle to remove the tumour, following which he was cared for by staff in the intensive care unit and then Ward 1B – a children's neuroscience unit.

Whilst being on Ward 1B Oliver's dad, David, noticed how short of basic things they are as well as how few toys, games and things were available to help make the sick children's lives that little bit easier while they are in hospital. So he made a decision to *"try and give something back to those that help all the kids with Cancer in our local hospital and two charities which do amazing work in keeping the spirits of both the kids and parents alive"*.

Oliver then flew out to Jacksonville, Florida to receive Proton radiotherapy at the University of Florida Health Proton Therapy Institute. The therapy targets any small remaining particles of the tumour, it is not available to children in the UK, but Oliver's treatment was funded by the NHS.

You may have read about the fundraising idea to cycle, walk or run the 4,154 mile distance between Newcastle and Jacksonville to raise money for Ward 1B at the RVI, as well as two other children's charities – CLIC Sargent and The Sick Children's Trust. Branch End Surgery would like donate the proceeds of this year's Christmas Hamper raffle to help Oliver raise as much money as possible for Ward 1B at the RVI.

Raffle tickets can be purchased from reception for £1 per strip



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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 **October** Branch End Surgery had **63** wasted appointments





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Flu Vaccinations

All our flu clinics have now taken place.

If you have not yet had your flu jab – please speak to a receptionist.

We can either arrange a suitable pre-booked appointment or feel free to walk in and see if one of our trained members of staff are available to give you your jab there and then.

If you are unsure whether you are eligible for a flu jab – please just ask a member of staff.

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

Or ask a member of staff.

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.



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Branch End Surgery is proud to announce we are a Parkrun Practice!

Members of staff joined Prudhoe Parkrun on Saturday morning 10th November.

It turned out to be a crisp but sunny morning and the atmosphere was great!

We all thoroughly enjoyed it and will most definitely be back!

Parkrun is a free 5km timed run every Saturday at 9am at Tyne Riverside Country Park in Prudhoe

However, there is no need to run at parkrun – thousands of people walk the events or join in as volunteers or spectators.

Whether it is to be part of a supportive, welcoming community, gain fitness, make friends, learn new skills, try something new or simply be active in the fresh air, everyone has their own reason to enjoy it! Come along and try it for yourself!





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Could you be at risk of diabetes?

If you have a family history of diabetes or have had;

gestational diabetes or have polycystic ovaries or are overweight you may be at an increased risk of diabetes.

Have a look at the diabetes UK website to see other risk factors for diabetes and if you could benefit from screening:

www.diabetes.org.uk

Here you will also find other helpful and relevant information with regards to Types of Diabetes, Research, Shared Experiences, Recipes and much more.





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Are you due a Medical Review?

Please note that we are unable to process any repeat prescriptions that require a Medical Review.

Reception staff receive daily prescription requests where patients have not attended or ignored their Medication Review dates and are then unable to issue these.

This results in having to disturb or add more work onto our GP's in order to provide the patient with 'necessary' medication.

Please help us by keeping an eye on your medical review dates and book an appointment where necessary with sufficient medication to cover that time frame.

Do we have your up to date Contact Details?

Please ensure you have provided us with your up to date address and telephone number.

We have on several occasions struggled to get in touch with patients with regards to a change in appointment date/time, referral communication, and test results.

If you are unsure whether we have your correct details, please just ask a receptionist.

Thank you for your cooperation

NHS Choices

Thank You to those patients who have given Branch End Surgery such kind feedback on NHS Choices.

We really do appreciate you taking the time to do this as it really motivates everybody in our team!

Disabled Parking Spaces

We are aware Parking is restricted at the surgery but kindly ask all patients to not use the disability parking spaces if you do NOT hold a disability badge.

Please note these spaces are being monitored and fines are issued.



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DISPENSING PATIENTS

We are a dispensing practice but our license only permits us to dispense to patients who live more than one mile from their nearest chemist.

We currently dispense to around half of our patient list and we have a team of well qualified dispensers who will ensure that medication is available for collection **within 3 working days** of your request. Please note it is the patients responsibility to order their repeat medication in time. If you are exempt from paying for your prescriptions for any reason other than your age, please ensure that you present proof of your entitlement each time you collect your medication. 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**. It is the patients responsibility to order well in advance and never allow themselves to run out of medication. The NHS Prescription Charge will be **£8.60** for each item dispensed from the **1st April 2017**. The NHS Prescription Charge is a contribution to the NHS; it is not a payment to the surgery or its dispensary and it is not related to the cost of your medicine(s). If you need 4 or more prescriptions in three months or 13 or more prescriptions a year, you could save money with a Prescription Prepayment Certificate.

If you would like to check whether you could receive your medication from this surgery - please ask a member of the dispensary team for more details.