



Branch End Surgery

NEWS

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

April 2019 – Please take one

**We really do understand how frustrating it is when a GP runs late.
But before you complain, let us explain why some of our GP's run
late.....**

1. The most common reason for running late is that several patients have come with either very complex or multiple problems. Remember 10 minutes is all that is allocated and only one problem is realistic in that time frame – you should prioritise what really needs to be dealt with today. We are dealing with complex human beings who we are trying to do our best for – you are one of them!
2. Urgent extras happen every single day and need to be seen – these are squeezed into a non-existent time between appointments. They are never convenient!
3. Urgent home visits are sometimes needed and can be in the middle of a booked surgery. These often take a minimum of 30 minutes and disrupt the appointments.
4. We receive urgent phone calls throughout the day, either from patients, relatives, hospital doctors, district nurses, pharmacists, laboratories or care homes. Again these take time.
5. We are often in the position of breaking bad news to some of you. Maybe even the worst news of all. If that person was you, would you want us to get you out the door as quick as possible, when your world has fallen apart?
6. We do not just stop seeing patients because all of the appointments are full. Every single day each doctor and nurse sees multiple 'extra' patients with no appointment, and this often means that they are late home to spend time with their own family.



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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 **March** Branch End Surgery had **31** wasted appointments





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10-16th April is Parkinsons Awareness Week.

For more information and support, getting involved with fundraising or events & research visit the Parkinsons.org website.

www.parkinsons.org.uk/information-and-support

New Registrar GP's

Our current registrars who will be with us till August are;

Dr Katie Rinne and Dr Nick Collins

Did you know Branch End Surgery has a Facebook page?

You can now stay up to date with our latest news and notices by liking our page.





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

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!

Please ask a member of staff for more information or visit the Parkrun website www.parkrun.org





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Are you a Carer?

If you wish to be registered as a Carer with our practice, please ask any member of our team for a Carer Registration Form.

It will take a few seconds to complete and we can help you find out more about support available to you.

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

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.



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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.

Have you seen our Local Activities Corner in our main reception yet?
There are so many options, there will be something of interest to anyone!
Feel free to have a browse!



Branch End Surgery, Stocksfield, Northumberland, NE43 7LL



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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 2 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 **£9.00** for each item dispensed from the **1st April 2019**. 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.

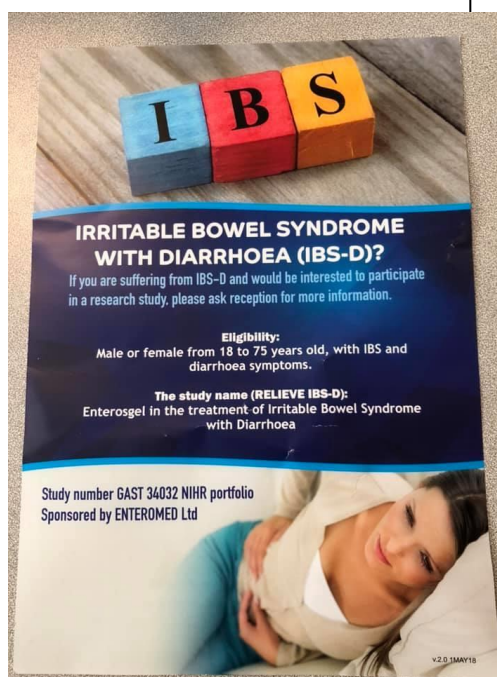


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If you suffer with Irritable Bowel Syndrome with Diarrhoea and are interested in taking part in a clinical research study – please speak to Rob Forder at the surgery



Prescription drugs Pregabalin and Gabapentin are to be reclassified as schedule 3 controlled drugs from the 1st April 2019.

The move comes after experts highlighted rising numbers of fatalities linked to the drugs. The change means it will be illegal to possess Pregabalin and Gabapentin without a prescription and it will be illegal to supply or sell them to others.

The drugs, which are used to treat nerve pain, epilepsy and anxiety, can bring about an elevated mood in users but can also have serious side effects, particularly when used in combination with other drugs. The law change will mean the drugs are still available for legitimate use on prescription, but there will be stronger controls in place to ensure accountability and minimise the chances of pregabalin and gabapentin falling into the wrong hands or being stockpiled by patients. GP's will now need to physically sign prescriptions, rather than electronic copies being accepted by pharmacists. In addition, pharmacists must dispense the drugs within 28 days of the prescription being written. Please ensure that if you regularly receive either of these items directly from the chemist that you will need to separately request these from the surgery as of the 1st of April 2019.

If you have any questions, please contact your Dispensary or Pharmacy who will be able to clarify what this means to you.