

The Desborough & Hazlemere Surgery Newsletter

Surgery News

New GP's

Whilst we were sad to have one GP resign and one retire in 2015 we were excited that 3 new GP's joined us, Dr Nasheeda Thevarkad, Dr Aneliya Ivanova and Dr Thieu Ngo. All three are experienced female GP's and we are very happy to welcome them to the team. They all work part time, at both the Desborough and Hazlemere surgeries. Doctors' Reidy, Valverde Luque and Chaudhry continue in post, as before.

On-line Services

Users of our on-line services will be aware that our clinical system supplier, INPS Vision, is in the process of migrating all on-line services to a new portal, Patient Services. This is an improved website that allows patients to book appointments on-line, order repeat prescriptions and view details of allergies and prescription history. We are working with INPS Vision to deliver the next stage of on-line access which is for patients to view their detailed coded record (DCR) online. This means that patients will be able to view the coded aspect of their GP record (other detail such as sensitive data, free text, comments and attachments are not currently included).

This will require additional registration formalities, and it is generally not available for the records of children.

Please check with the surgery or look for an announcement on our website about the availability of this service.

Patient Participation – Your feedback really does matter

We are keen to expand our involvement with patients, and will be pleased to hear from patients, or the carers of patients, who want to be part of our Patient Participation Group. See the message below, or pass this information to someone who wants to be involved (who does have to be a patient or a carer of a patient). Details are also on our website.

Patient Participation Group

This group of patients is a virtual group (i.e. it communicates by email) and can support the practice team in lots of different ways. Anyone interested in joining the group should contact Anthony Hari by ringing 01494 526006 or email desborough.surgery@nhs.net

Get Well Soon Without Antibiotics

All colds, and most coughs and sore throats are caused by viruses, and antibiotics do not work against viruses. Viral infections are much more common than bacterial ones. The best way to treat a cold, cough or sore throat is to drink plenty of fluid and rest. Colds can last approximately two weeks and may end with a cough and bringing up phlegm. Pharmacists can provide advice on over-the-counter medications to help ease symptoms, such as paracetamol.

Antibiotics are used to treat infections caused by bacteria. Bacteria are able to adapt and find ways to survive the effects of an antibiotic; this is called developing resistance. The more we use an antibiotic, the more likely it is that bacteria will become resistant to it. This has already been seen in infections such as MRSA. By only using antibiotics when it is appropriate to do so, we can slow the development of resistance, and they are more likely to work when they are needed.

For infections such as meningitis, pneumonia or kidney infections, antibiotics are essential and can be life-saving.

If you are prescribed a course of antibiotics, the complete course should be taken in order to get rid of the bacteria completely. If the course is not completed, some bacteria may be left to develop resistance.

Missed Appointments

There is an ever increasing demand for appointments at GP surgeries across the UK. Patients on average see their GP 6 times per year compared to 3 times per year 10 years ago.

Missed appointments add to the problem and mean a patient who could have been seen has had to potentially wait longer.

Medical conditions change and patients often improve with time or a more pressing matter needs addressing on the day of your appointment.

If you are unable to attend your appointment it helps us enormously if you can phone the surgery and let us know no matter how close to your appointment.

Medical Checklist

1. Order repeat medication in plenty of time.
2. Stock medicine cabinet with: Paracetamol (Calpol for children); Ibuprofen (Nurofen for children); Antacids (Gaviscon/Rennies).
3. Have a list of late evening and weekend Pharmacy Opening Hours: Tesco; Sainsburys; Boots.
4. Out of hours contact numbers: Tel 111 non-emergency.
5. Know when our surgery is open and closed for usual service.
6. Remember what appropriate use of emergency service is and when to call 999: chest pain; breathing difficulties; loss of consciousness; floppy child.



Think Pharmacy First

The Pharmacy First scheme is available to adults who are entitled to free prescriptions on the grounds of low income & to their children. People over 60 are also entitled to use the scheme. Free advice & treatment is available for all sorts of minor health conditions such as bites, stings, chicken pox, colds, colic, cold sores, conjunctivitis, constipation, coughs, cystitis, dermatitis, eczema, diarrhoea, ear wax, fungal & yeast infections, muscular aches & pains, genital thrush, hay fever, head lice, heartburn & indigestion, mouth ulcers, nappy rash, oral thrush, threadworms, warts & verrucae.

Save General Practice

Doctors and patients have been helping to spread the word about the crisis in general practice.

Almost 1,300 people have used the Twitter #GPinCrisis to share their experiences and express support for the BMA's campaign Urgent Prescription for General Practice.

The campaign was launched last week to highlight the pressures on general practice across England and Wales, materials to support practices and a checklist of urgent actions for the Government.

Patients have also been giving their experiences of the pressures facing general practice.

Patient campaign group are holding event to complain about proposed cuts in funding at their local Surgeries – have your say by emailing us at desborough.surgery@nhs.net or on Twitter @desandhazgp.



Friends And Family Test

The NHS Friends and Family Test (FFT) is a feedback tool which gives people who use NHS services the opportunity to provide feedback on their experience. The FFT question asks if people would recommend the services they have used to their friends & family and offers a range of responses.

When combined with supplementary follow up questions, this provides a mechanism to highlight both good and poor patient experience. Practices can use the feedback gathered through FFT to celebrate success and to support staff to make improvements.

Please use the FFT cards provided in reception, by using the survey modules in the surgery, the link on the practice website or go the iwantgreatcare.org website and choose either Desborough or Hazlemere surgery to give us your feedback.

Checking In On Arrival

When you arrive at the surgery, please make sure that you check in before you take a seat so that the doctor or nurse knows that you are waiting. You can use the touch screen to let us know that you have arrived – this can be quicker for you when the receptionist is busy on the phone or dealing with other patients.

If you don't want to use the touchscreen please see the receptionist to let them know that you have arrived.

If you do not check in on arrival you may miss your appointment and have to wait until the end of surgery.

