

# PRACTICE PRESS

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## NHS Rules of Engagement

One Patient + One problem = One GP consultation

As you probably already know, an appointment with your GP comprises of 10 minutes, during which time a GP has to take the history, examine you and explain the problem, share the management plan and document the discussion. Sometimes, more than 10 minutes are required, during which the GP will arrange a follow up appointment so that matters are discussed in an organized , gradual manner, all of which is required to sort out your problem properly.

The constraints of time are a harsh reality. Doctors and patients have to devise a strategy to make the most of that time in such a way that doctors don't let their patients down and their care is not compromised. Think of yourself as the eighth patient on the list: if, on average, we spend an extra 5 minutes on every patient for the first seven patients, you will be seen 35 minutes later than the time you were initially booked for.

Here are some suggestions to help you, as patients, improve your satisfaction with the management of your problem, and help us to run our clinics more efficiently:

- 1) Before coming to see a doctor, try to prioritise your problems. If you come with a list of problems, expecting to discuss them all, and to get satisfactory solutions in one consultation, it will be a tough task to accomplish and often impossible.
- 2) If you have booked an appointment for yourself, try to only discuss your own problem. Trying to discuss all the family members' problems can undermine patient care by rushing matters that need ample attention.
- 3) If you think that the problem you need to discuss with your doctor might take more than 10 minutes, ask the receptionist to book you a double appointment.

Thank you  
Dr Lubna Rauf.

# Starters and Leavers

The following members of staff have recently left the surgery:

Sue Schofield left our Reception team at the end of February after 17 years of service. Kayley Wright left our Dispensary team at the beginning of April, Dr Tehmina Mubarika left our team of GPs at the end of April, Tracey D'Andilly left our Domestic staff at the Goxhill Surgery, Natalie Birch and Sandra Cawood left our team of Nurses at the end of June. They will all be missed and as a Practice we wish them all of the best in the future.

We would like to welcome Holly Donaldson who has now joined our Reception Team, Nathan Dickenson has joined our team in Dispensary, Glynis Wright has joined the Domestic staff at Goxhill. Dr Leon has also returned to the surgery, and has agreed to work as a long term locum for the rest of the year.

# News and Notices

## Repeat Prescriptions

As you may be aware the Surgery offers an email system that allows you to order your repeat prescriptions. However from the 31st August this will no longer be available. Instead we are now providing a service where you can order your prescription through our website.

If you wish to use this service you are able to do so by going onto the Central Surgery website and ordering through the repeat prescription page.

## Online Booking

Since Monday 3<sup>rd</sup> June online bookings are now available.

The Practice has provided an on-line booking service via our website for a number of appointments, available to book from 7.00am on the day.

This is designed to help those patients who have difficulty in booking an appointment during Normal Surgery hours.

## To Register For The Above Services:

Any patient wishing to take advantage of online booking or the repeat prescription service,

MUST be present at the Surgery to Register to receive a Unique PASSWORD.

Proof of Identity MUST be brought with you when Registering.

For example a Utility bill, Drivers Licence, or Passport .

## 2012 patient survey

Results for the survey are now available on our website

**[www.centuralsurgery-barton.co.uk](http://www.centuralsurgery-barton.co.uk)**

We are grateful for the feedback you have given to the Surgery, we do take your comments seriously.

Thank you to all who have taken part.

The biggest complaints we receive are access to appointments and being able to get through on the telephone.

Since April we have doubled the number of staff answering the telephone in the morning from 3 staff to 6.

When there are no routine appointments left for the day, patients may be offered the Rapid Access Clinic for same day access (not open access). This is a late morning surgery offered each day by appointment.

Whilst we can not guarantee the doctor of your choice, please let reception know if you prefer to be seen by a female or male doctor.

We will do our best to accommodate your request.

Central Surgery Barton as a team proudly raised £150 for Children in Need, from cakes and Games amongst staff organised by Rebecca Bird. Meanwhile our Goxhill surgery and Pharmacy raised £79.26 from selling cakes and wearing Pyjamas!

## Be Clear on Cancer

Ovarian Cancer has been discovered to have the fourth lowest one year survival rate in the over 75 year olds. It is also noted that the five year survival rate is lower than the national average when compared with other types of Cancer. Furthermore those rates are getting worse, indicating that patients' are at a later stage of the disease when presenting with symptoms of Ovarian Cancer, particularly women over the age of 75.

Around 5,800 women are diagnosed with ovarian cancer in England each year – around 4,750 of them (more than 8 in 10) are aged 50 and over.

Although the chances of surviving cancer are twice as likely today compared to 40 years ago, there is still room for improvement. If the number of people who survive ovarian cancer in Britain was as good as the best countries in Europe, around 500 fewer people would die each year.

It is important to ensure that women, ***in particular those over 50***, are aware of the symptoms of the ovarian cancer. If you have experienced any of the following symptoms on a persistent or frequent basis- ***particularly more than twelve times per month***, it would be advisable to see your GP.

The symptoms to be aware of are as follows:

- Persistent bloating
- Feeling full and/or loss of appetite
- Pelvic or abdominal pain
- Increased urinary urgency and/or frequency
- Unexplained weight loss
- Fatigue
- Changes in bowel habit

## Minor Ailments Scheme

For all minor ailments you are now able to get free advice from North Lincolnshire Pharmacies. Also, if you are exempt from paying for your prescription, you are also entitled to free treatment. Under the Minor Ailment scheme the pharmacist is able to help with many different conditions, for example:

- |                  |                           |
|------------------|---------------------------|
| • Athletes Foot  | • Insect Bites and Stings |
| • Conjunctivitis | • Nappy Rash              |
| • Cystitis       | • Temperature             |
| • Diarrhoea      | • Threadworm              |
| • Haemorrhoids   | • Thrush                  |
| • Hayfever       | • Warts and Verrucae      |
| • Headlice       | • Etc...                  |

If you are exempt from paying for your prescription, the pharmacy will require evidence that this is the case. If you do normally pay for your prescriptions, the Pharmacist may be able to advise you on a suitable medicine and you will not be asked to pay more than the cost of a prescription. For further enquires, please ask at either your local pharmacy or at Reception.

## Central Surgery

**Central Surgery**  
**King Street**  
**Barton-Upon-Humber**  
**DN18 5ER**

**The Village Surgery**  
**Howe Lane**  
**Goxhill**  
**DN19 7JD**  
**Tel: 01469 532617**

**The Surgery**  
**St Nicholas School**  
**Ulceby**  
**DN39 6TB**

[www.centralsurgery-barton.co.uk](http://www.centralsurgery-barton.co.uk)

### **GOXHILL PHARMACY**

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*Mr Gary Hunter - 01652 636600*

## Missed Appointments

### Doctors

**April - 104**

(equivalent to just over 17.5 hour lost Doctors time)

**May - 98**

(equivalent to nearly 16 hours lost Doctors time)

**June - 104**

(equivalent to just nearly 18 hours lost Doctors time)

### Nurses

**April - 168**

(equivalent to just over 38 hours lost nurses time)

**May - 288**

(equivalent to just under 63 hours lost nurses time)

**June - 232**

(equivalent to just over 52 hours lost nurses time)

Once again we have shown the number of missed appointments with the Doctors and Nurses from April to June.

We need to draw your attention to the practice policy for dealing with patients who persistently fail to attend their appointment.

After two consecutive failed appointments with the Doctor the patient will receive a letter informing them that if this happens a third time they will be removed from the practice list. After a third failure to attend, patients will be informed of their immediate removal from the list.

This is not the same for Nurses appointment. However, if you do not attend a specialist clinic appointment with the Nurse; i.e a Diabetic Clinic appointment more than three times, you will be removed from the waiting list and will no longer have any more appointments sent out. It will then be your responsibility to re-attend the clinics, if needed.

We thank you for your co-operation in notifying the practice if you are unable to attend an appointment at the surgery.