

PRACTICE PRESS

Starters and Leavers

Leavers

The recent leavers from the surgery are Ann Hagar who retired as a Domestic after 21 years of service! Ann Richardson also Domestic, retired in August. Dr Longden left the Surgery on 18th December and Dr Leon will leave on 3rd January. They will all be sadly missed but we wish them the best of luck for in the future.

Starters

We have Sarah Waldron join our Nursing team, Dawn Greenfield and Rachel Gouldthorpe have joined our Domestic team. Dr A. Al-Hadithi will be joining us on 6th January.

Dr Longden's patients will be allocated a new Dr after selection has taken place, in the meantime, all patients are registered with the Surgery and will be looked after by the remaining Dr's.

Dr Al-Hadithi will take over Dr Leon's patients from 6th January 2014, she will also be taking on new patients.

News and Notices

Achievement's

Dr Rauf has completed the Diploma in Palliative Care Medicine and will be taking over from Dr Longden as our palliative care lead. Further to this Dr Rauf is also undertaking the PGMEC qualification to enable the surgery to take on trainee Doctors again in the near future.

We are pleased to announce that one of our nursing team. Linda Norris is presently undergoing further study and training to enable her to work as a Nurse Practitioner within the surgery. This will greatly enhance the range of services she can offer to patients. We will provide further updates in due course.

Care Quality Commission

On Monday 25th November the surgery received a routine inspection from the Care Quality Commission, the Healthcare Regulators for England. The practice was assessed for compliance in six key areas:- Consent to care and treatment

- Care and welfare of people who use services
- Cleanliness and infection control
- Management of Medicines
- Supporting Workers
- Assessing and monitoring the quality of service provision

We are pleased to announce that we have been assessed as compliant in all areas. The full report will be available on www.nhs.uk and www.centuralsurgery-barton.co.uk by the end of December.

Thank You For Your Feedback

We have noticed that recently we have been seeing some positive feedback about our practice on the NHS Choices website (www.nhs.uk). Thank you for your positive feedback. Our doctors and staff have worked hard to improve the telephone issues and access to appointments over the last few months so it is pleasing to see our efforts are having a positive impact on patient experience.

Repeat Prescriptions

With increasing numbers of patient's requesting urgent repeat prescriptions, this is causing difficulties for the practice, if you require a prescription you must request 48 hours notice!

SICK CERTIFICATES

There is often misunderstanding about sick certification. This article is intended to help patients appreciate the legal situation concerning the provision of certificates of absence from work. These rules are laid down by government and we are obliged to follow them.

Absences lasting less than seven days

You are legally allowed up to seven days absence from work for sickness without a doctor's note, and we cannot issue a certificate for absences shorter than this time. This legislation was introduced to prevent appointments, which are meant to be used for sick people, being abused by employers. It does not matter if you have been on holiday during, before or after the period of sickness, or if two periods of sickness are close together, you can still use the self certification process for short periods of absence.

If an employer feels that an employee is abusing the system, this needs to be sorted out through the company's disciplinary system, perhaps with the help of an occupational health physician. If they require further details from us about periods of absence, they must request this from us in writing with your written consent for release of that information, and a fee will be charged to the company for such a report.

Longer periods of absence, where your care is at this surgery.

The doctor seeing you will issue you with an NHS certificate if we recommend that, because you are ill, you cannot manage your job. If you're not currently in employment, we can only issue you with a certificate if you are so ill that you cannot do any work at all. We can only issue one certificate at a time, and duplicates cannot be provided, even if you have more than one job. If you are unable to work for more than six months, you will be asked to attend government employed doctors who will assess your ability to work. Once they have made their decision, we are no longer able to provide certificates.

Longer periods of absence, where your care is hospital based

In general, the doctor responsible for your care should provide you with sick notes. If you are attending outpatients, or are going into hospital, please ask them for a sick certificate, and make sure that it lasts for an appropriate length of time. If you have not been seen by a doctor at the Central or Village Surgery, we can legally only provide certificates in two specific circumstances.

1. When we have seen you recently with the same illness
2. When we have a written report from another doctor concerning that illness, and that report was completed within the last 28 days.

Other particular problems

Legally, a sick certificate can only be provided for the person who is sick. Unfortunately it is not possible for us to supply a certificate for someone who cannot attend work, but is not themselves unwell; these circumstances need to be addressed through the compassionate leave arrangements within your contract of employment. We cannot supply a sick certificate for someone to care for somebody else, or for such circumstances as a family bereavement.

We are also unable to supply NHS certificates for any other purpose apart from statutory sick pay. Organisations such as schools, insurance companies, or clubs sometimes ask for notes to certify sickness, these can only be provided on a private basis. The reception staff have a list of our current fees for this service.

Children In Need Friday 15th November 2013

This year the staff at The Central Surgery raised £325 for Children in Need 2013. This was following a massive contribution of cakes and buns kindly baked by the staff at the Surgery and also eaten by the Surgery staff!! The things we have to do!

Some staff also came dressed in "onesies" for the day, which we must say, was very comfortable.

We would like to thank all who took part, donated, dressed up and ate.

Thank you!

Have you just found out you're pregnant? Do you not know what to do next?

You now no longer need to see your GP for referral to the Midwives or for Termination of Pregnancy services.

For Maternity Services you can self refer by telephoning **01724 387977**, where an appointment will be made for you with a local midwife

For Termination of Pregnancy Services, you can self refer by telephoning **0300 330 1122**. You will be seen within 5 days of making contact with them.

For contraception and sexual health services you can telephone **0300 330 1122**, to make an appointment and will be seen within 48 hours. At the Surgery we now have a walk in sexual health clinic which is held on a Tuesday and a Thursday, 2pm-5pm.



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
- Conjunctivitis
- Cystitis
- Diarrhoea
- Haemorrhoids
- Hayfever
- Headlice
- Insect Bites and Stings
- Nappy Rash
- Temperature
- Threadworm
- Thrush
- Warts and Verrucae
- 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

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King Street
Barton-Upon-Humber
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The Village Surgery
Howe Lane
Goxhill
DN19 7JD
Tel: 01469 532617

The Surgery
St Nicholas School
Ulceby
DN39 6TB

www.centralsurgery-barton.co.uk

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Missed Appointments

Doctors

September—105

(equivalent to just over 18 hours lost Doctors time)

October—99

(equivalent to just over 17 hrs hours lost Doctors time)

November—85

(equivalent to just over 15 hrs hours lost Doctors time)

Nurses

September—223

(equivalent to just over 50 hours lost nurses time)

October—156

(equivalent to just under 35 hours lost nurses time)

November—226

(equivalent to just over 50 hours lost nurses time)

NON-ATTENDANCE OF APPOINTMENTS

You will note from the above figures that we still have problems with lost appointments from people who fail to attend a pre-booked appointment (often on the day of booking) because they fail to telephone and cancel their appointment.

The surgery is now writing to patients who fail to attend two appointments informing them that they will be removed from the practice list should they fail to attend a third appointment within a year.

Please do cancel appointments that you no longer require so that it can be offered to someone else.

To advertise here contact: Mr Gary Hunter - 01652 636600