

BEACONSFIELD MEDICAL PRACTICE

Summer 2018

www.beaconsfieldmedicalpractice.co.uk



NOTICE BOARD

- Telephone & Surgery opening hours
- Our hours are Mon-Fri, 8.00-6.00
- Our telephone line is open until 6.30 for emergencies.

Telephone Options:

- 1 Emergency Home Visit
- 2 Appointments
- 3 General Enquiries
- 4 Prescription Enquiries and Test Results
- 5 Nurses Appointments
- 6 Secretaries

We also offer extended surgery hours on Monday evenings and on a Saturday morning for those who have difficulty attending during normal hours. These are pre-bookable only. With either a GP or a Nurse. (Nurse Mon eve only)

On 1st Tuesday of every month we run a commuter clinic from 7am for people with Chronic Diseases (e.g. Diabetes) These are pre-bookable with a nurse.

During your next visit to the surgery please check we have your correct details



KEEP SAFE IN THE SUN

Summer holidays are nearly here and many of us will be hoping to spend time in the sun.

Look out for signs of skin changes and report any concerns to your GP.

Suspicious signs include:-

- spots or sores which do not heal within 4 weeks
- A spot which continues to itch, heal, scab or crust for 4 weeks
- Moles which start to change shape or colour
- Moles which have an irregular edge or different shades of pigmentation
- Moles which are completely new or start to itch or crust

Ways to protect your skin:-

- Wear sunscreen every day, in all weather and in every season
- Use a high factor sunblock (SPF30 or more) on all exposed areas, check UV rating.
- Babies and children should be protected by staying in the shade and wearing suitable protective clothing
- Re-apply sunscreen at least every 2 hours or more often if you are sweating or swimming
- Wear sunglasses with total UV protection
- Wear wide brimmed hats, and long-sleeve shirts and trousers
- Avoid being out in the sun as much as possible from 10 a.m. to 2 p.m.
- Choose cosmetics and contact lenses that offer UV protection. You still need to use sunscreen and wear sunglasses with broad-spectrum sun protection.
- If you're a parent, protect your child's skin and encourage them to be safe in the sun
- Do not use tanning beds

WHY DOES THE RECEPTIONIST NEED TO ASK WHAT IS WRONG WITH ME?

It is not the case of the receptionist being nose!

The reception staff are members of the practice team and it has been agreed that 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:

- to help doctors prioritise home visits and phone calls
- to ensure that all patients receive the appropriate level of care
- to direct patients to see the nurse or other health professional rather than a doctor when appropriate

Reception staff, like all members of the team, are bound by confidentiality rules:

- any information given by you is strictly confidential
- the practice would take any breach in confidentiality very seriously and deal with it accordingly
- you can ask to speak to a receptionist in private away from reception
- if you feel the issue is sensitive or you do not wish to say what it is then you do not have to give a reason for your request for an appointment

A message from Dr. Jim Rehill, GP

"Being able to know the brief reason for why my patient has booked an appointment can be invaluable. I always make an effort to check through a patient's medical history, recent attendances at the surgery, regular medications, and hospital appointments prior to seeing them. This is especially important if you haven't seen someone before, and avoids the need for the patient having to repeat their entire history again. A small piece of information provided to the receptionist upon booking can allow me to focus my time on what really matters to the patient.

Sometimes, a face to face appointment isn't really necessary and I'll often ring ahead of the appointment to save the patient time by booking them straight in for a test or dealing with a medication query on the telephone. It can also allow me to triage home visits for the housebound or frail. This information is also useful to our reception team – often, a patient's needs are best met by another member of the team, such as our practice pharmacist for a medication query, or a practice nurse for dressings or a NHS health check. Our aim is to put you in touch with the right healthcare professional, at the right time, in the right place..."

Thank you for your support



Please be aware that parking at our surgery is very limited and we cannot guarantee a parking space. **If you are coming by car please ensure you allow enough time before your appointment.** There is pay and display parking on Preston Park Avenue, alternatively we are on several bus routes.

You must ensure you enter the car's registration into the terminal on the floor you are visiting, please note this includes vehicles with a blue badge or any waiting vehicle. Failure to do so will trigger a fine, administered by an independent company (the practice makes no profit at all from this).

PLEASE ENSURE WHEN ENTERING YOUR REGISTRATION NUMBER THAT YOU CHOOSE CAREFULLY BETWEEN A ZERO AND THE LETTER "O" ACCORDING TO WHERE THIS IS PLACED IN YOUR REGISTRATION.

PLEASE ALSO NOTE THAT PARKING IS ONLY FOR PATIENTS VISITING THE BUILDING AND DOES NOT INCLUDE VISITING THE BREAST CLINIC OR DENTIST AT 177.

ON-LINE ACCESS

Although our survey results were encouraging regarding online access it appears that patients are not aware that they can request further access to view their summary care record or detailed coded entry. We would also like to remind patients that they can update their personal details via our website to ensure we have their up-to-date mobile number etc.

EPiC- EXTENDED HOURS

Funding has been extended for this project and is available to all our patients, these appointments are held on the Ground Floor.

Appointments are available with a GP from 6.30pm-8.30pm Monday to Friday, with a GP or a nurse on a Saturday from 8am to 2pm and rotational Sundays from 10am to 1pm.

The clinicians working in these clinics are able to access your usual medical notes in order to provide seamless primary care. If you would like to be seen outside usual surgery hours please ask our receptionist to book you an EPiC appointment.

These appointments are in addition to our own extended hours

ARE YOU A CARER?????

Carers can be very hard to identify and many carers do not consider themselves as such. Primary care teams are aware of the problems that carers face but without being identified it is impossible to involve carers in patient care or support them in their caring roles. As a practice we would like to support carers to maintain the caregiving situation.

If you are a carer please inform the surgery on your next visit.

You can do this in many ways, via the website, via e-mail or in person when you next visit the surgery.

YOUR FEEDBACK

It is our aim to provide the highest possible standard of care for our patients and to help us achieve this we need your feedback. We welcome comments from our patients. Suggestion boxes are in both waiting areas.



LGBT AWARD

(lesbian,gay,bisexual,transgender)

As part of our Silver Award we continue to promote awareness of the poor health outcomes faced by the LGBT community; to improve both patient confidence and professional understanding.

Evidence linking discrimination and health inequalities is growing. Not only can discriminatory behaviour have a negative impact on mental health, but there is also a connection between sustained chronic stress and physical health conditions like cardiovascular disease.

We aim to offer an inclusive service for all our patients to ensure good health outcomes and to treat all our patients as individuals.

Every year millions of us visit our GP with minor health problems that a local pharmacy could help with.

By visiting your pharmacy instead of your GP, you could save yourself time and trouble – no need to book an appointment, just walk in.

Pharmacists can help recognise and treat many common illnesses. They can give advice and where appropriate, recommend over-the-counter medicines that could help clear up the problem.

If they think you need to see a GP for your illness, they will advise you to do that.

Your pharmacy may be able to help with:-

mild skin conditions, such as acne, eczema, psoriasis, impetigo, athlete's foot

coughs and colds, including blocked nose (nasal congestion), and sore throats

bruises, sunburn, and minor burns and scalds

constipation and piles (haemorrhoids)

hay fever, dry eyes and allergies (including rashes, bites and stings)

aches and pains, including earache, headache, migraine, back pain and toothache

vomiting, heartburn, indigestion, diarrhoea and threadworms

period pain, thrush and cystitis

head lice (nits)

conjunctivitis, cold sores and mouth ulcers

warts and verrucas

nappy rash and teething

Visiting your pharmacy about common health problems frees up time for GPs and A&E departments

