

# Dorking Medical Practice

New House & Hillside Surgeries

Newsletter July 2014

## Longer waiting times for GP appointments predicted.

Over 70% of GPs are forecasting longer waiting times for GP appointments within the next two years.

Dr Clare Gerada, Chair of the Royal College of General Practitioners, said "The results of our survey paint a bleak picture for patients, the profession and the future of general practice. GPs are grappling with a 'double whammy' of spiralling workloads and dwindling resources and big cracks are now starting to appear in the care and services that we can deliver for our patients."

"We are particularly concerned about the effect this is having and will continue to have on waiting times for GP appointments. We fully understand that patients are already frustrated – and GPs are doing their best to improve access to appointments, but the profession is now at breaking point and we do not have the capacity to take on any more work, without the extra funding and resources to back it up."

Dr Gerda added: "General practice is the most cost-effective and efficient arm of the health service – GPs keep the rest of the NHS stable and secure. Once general practice starts to crumble, the entire NHS will follow with disastrous consequences for our patients."

### Need Repeat Medication?

There's no need to book an appointment to request your repeat medication. If you have run out, please chat to the receptionist and remember to allow at least 3 working days for your script to be processed, especially if it needs to be picked up at a Pharmacy.

### Blood Tests

Increasing numbers of people make appointments for tests that have not actually been requested by a doctor. If you are curious about your cholesterol level etc, you will need to consult a doctor to establish whether the test is necessary as the NHS only has funding for essential tests.

## Parking

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Parking evokes strong emotion in us all. Everyone with a car knows the stress of trying to find somewhere to park, particularly when there is a deadline to meet. A visit to the surgery car park is even more stressful as you're probably already concerned about your health issue. The fact is that we are lucky to have any parking at all at New House – many surgeries do not. It would really help if able-bodied people could park across the road in the South Street public car park – this would make life so much easier for our older and mobility-impaired patients.

Your help would be much appreciated.



## Telephone Consultations

GPs are finding it increasingly difficult to find time to talk to patients on the phone. It is best to make an appointment if you need to speak to a doctor, but if you want them to call you back, please be aware that it may not be until late evening or possibly the next day before they return your call. They will try three times and if they still cannot make contact, they will record their attempts in your medical record.

## Sit-And-Wait Appointments

We offer these appointments to ensure that we always have availability for patients whose medical condition cannot wait until the next day. Receptionists have been asked by the partners to request further information about the patient's condition and also if it is new or ongoing. All our staff have signed confidentiality agreements so you can be confident that this information will only be passed to the doctors/nurses.

## Measles

Travel-associated measles accounts for a third of England cases as numbers continue to decline. Around a third of all new cases were infected while overseas and some were associated with travel to the Philippines, where there has been a large outbreak. With measles circulating widely across many parts of the world, it is very important that before going overseas on holiday, people are aware of their own and their family's vaccination status and ensure that they have received two doses of the MMR vaccine.

For more information go to [www.dorkingmedicalpractice.co.uk](http://www.dorkingmedicalpractice.co.uk)

## IT'S SUMMER, AND IT'S HOT!!

### Keep Children Safe In The Sun

**Keep babies less than 1 year old out of the sun – they burn much more easily than older children.**

**Under 4's should not be exposed to sun for prolonged periods as they are unable to regulate their body temperature as well as adults.**

**Sun Lotion: Apply liberally and frequently, as least 1-2 hrly. Use a high factor.**

**Hats & T-shirts – wide brimmed hat or with neck flap and close weave t-shirt.**

**Sunglasses to protect the eyes.**

**Shade – encourage them to play under the trees, parasols or play tents.**

**Drinks – children become dehydrated very quickly. Dark urine or a dry nappy indicates this. Check their urine is light coloured.**

**Problems like Prickly Heat can occur. Treat this irritation rash with Calamine lotion or anti-histamine tablets from the Pharmacy.**

**Sleep – ensure babies/young children do not overheat while sleeping. Keep clothing light, just a nappy and/or vest. Light cotton sheet on warm nights. Use a fan if necessary, but well out of reach and never aim directly at babies.**

**ENJOY THE SUMMER!**