

DORKING MEDICAL PRACTICE

at New House & Hillside Surgeries



NEWSLETTER

December 2014

Dr Andre Beattie

In October we announced that Dr Beattie would be moving to Australia with his family at the end of December. His plans have changed so he will remain as a Partner in the Practice until at least the end of January, when Dr Vishal Sagar will join as a Partner. As soon as we know more, we will let you know.

Medication



Research from the Royal Pharmaceutical Society (RPS) reveals a need for patients to understand their medicines better to improve their health and reduce medicines waste.

- Only 49% of those questioned in the survey said they were usually aware of the side-effects of a medicine before they started taking it.
- Less than half (44%) said they would check how a medicine might react with their other prescriptions.
- Just 42% of people always read the patient information leaflet included in the pack.
- Only 10% would check for interactions between a medicine and any herbal remedy they are taking.

Wasted medicines cost the NHS £300 million every year. Studies show that between 30-50% of people don't take their medicines as recommended and over 70% of admissions to hospital for adverse drug reactions are avoidable.

Intelligent Monitoring

You may have read about the CQC's system of allocating "bands" to practices. The CQC say "We would like to reinforce the message that the banding is not a judgment. Intelligent monitoring helps us to prioritise our inspection programme as well as informing the questions we will ask during the inspection. Intelligent monitoring will never be used in isolation to make a final judgment or produce a rating of a GP practice." We have not yet been inspected by the CQC.

DNAs (Did Not Attend)

The number of patients not turning up for booked appointments has reached unbelievable proportions – if you are unable to attend, **PLEASE** call us – up to 45 HOURS are wasted every MONTH!

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Flu, Pneumonia & Shingles



If you are over 65 or at risk (eg have a condition such as asthma, diabetes, heart disease or are immune-compromised or pregnant), you should book your flu jab before Christmas.

If you're over 65 and have never had pneumococcal vaccination, you should have this too. If you were born between 2nd Sept 1943 and 1st Sept 1944 (aged 70) or 2nd Sept 1935 and 1st Sept 1936 (aged 78) or 2nd Sept 1934 and 1st Sept 1935 (aged 79), you need to have a shingles vaccination. You cannot have all three on the same day so you may need two appointments – the reception team will be able to advise you.

Feedback

Please tell us what you think by completing a form (ask at reception) or go to www.iwantgreatcare.org



Five Ways to Stay Well this Winter



The cold weather can have a significant detrimental impact on our health. Surrey Downs CCG (Clinical Commissioning Group) has prepared by bringing together local leaders to map and improve whole-system responses during periods of peak demand, including by offering Red Cross “Home from Hospital” transport and support to patients straight from the ward. Here’s some of the other ways they can help.

1. Winter warm packs

One of the best ways of keeping yourself well during winter is to stay warm and, with cold weather being predicted, we’ve teamed up with local councils to offer help to those at risk. If you are worried about keeping warm this winter, please contact the council or CCG about receiving a “winter warm pack”, which includes a fleece blanket, thermal mug, and many other warming goods. For more information email contactus.surreydownsccg@nhs.net

2. “Boiler on prescription” scheme

If you’re over 75 years old and have a medical condition, you may also be entitled to free help and advice with home improvements to stave off the cold and damp this winter, including boiler repairs. Get in touch with your GP, community healthcare, or social care professional, to discuss making a referral.

3. Telehealth remote monitoring

Telehealth is a way of closely monitoring your health in the comfort of your own home. It is aimed at those with chronic obstructive pulmonary disease (COPD) or those who have suffered heart failure.

95% of our Telehealth users have told us that the technology has enabled them to become more involved in their healthcare, and the same percentage would recommend it to others.

4. One Stop Surrey

If you know an older person who you feel may benefit from some support to keep them living safely and independently at home, the One Stop Surrey checklist can help.

One Stop Surrey is our commitment to ensure that potentially vulnerable individuals are able to receive information and support from a number of agencies, and where appropriate, access their services.

All that is required to access the right information and support is for a simple, single checklist to be completed.

5. Discharge to assess

The conventional approach to discharging frail people requires the patient to complete a series of ward-based assessments, involving tasks such as making a cup of tea and using the stairs, to identify what kinds of home support they will need.

This has meant more time spent in hospitals for patients, outside of the comfort of their homes. We are now piloting a new approach that sees patients leave hospital as soon as possible, allowing their home support needs to be assessed in the home.

Frail individuals who require this kind of support following a stay at one of the area’s acute hospitals will now be offered discharge to assess. This is currently being piloted so we aren’t able to accept self-referrals at this stage.

We hope you have a happy and healthy festive period, but if you do feel under the weather, please call 111, visit a pharmacist, or for more information go to <http://www.nhs.uk/asap>