

Carnoustie Medical Group

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NEWSLETTER

Autumn/Winter 2009

What's in this Issue?

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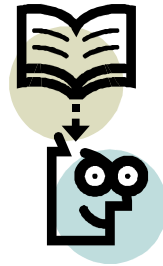
Protected Learning Dates for 2010

Xmas/New Year Holiday Closure 09/10

Surgery Opening Hours

Monday to Friday

8.00 am – 6.00 pm



Feedback from GP Triage Questionnaire July/August 2009

The majority of those patients who returned their questionnaires were happy with the process and outcome of their contact with the practice (86%). However, the practice was disappointed at the level of return (46%) given the perception that patients were very unhappy with this change in method of access in an acute situation.

There was a high degree of satisfaction with the way patients were dealt with by both reception staff (96%) and the doctors undertaking triage assessment (98%) but the practice will strive to improve the patient experience.

By reducing the acute appointments needed by 37% and knowing the patients who did attend were requiring to do so, allows more routine appointments to be made available which patients can access in the normal way, through our reception staff.

It is difficult to say, reviewing the repeat contact reasons, whether there would be no repeat contacts with the practice, if they had been seen by a doctor without being triaged.

Although this new system was communicated to patients by practice newsletter (Autumn 2008), practice leaflet and via our Patient Information Screen in the Waiting Area, there is still a requirement for a public relations exercise to increase patient acceptance and understanding of why there is a need for this process.

To this end we have introduced a patient information leaflet on "How to make an appointment". This has been reviewed by our patient participation group, practice staff and practice doctors. Many of you will have received a copy with your repeat prescription, however it is also available on our practice website: (www.carnoustiemedicalgroup.co.uk) or to pick up from reception next time you are at the practice.

There have been learning points for the practice eg children (under 5s) must be triaged within the hour and staff will prioritise up the callback list in times of high volume of contacts.

We will repeat this questionnaire in February 2010.



Remember, this process is for acute care only. Routine appointments should be made by contacting reception staff at any time of day, avoiding the busy time of 8 – 9.30am where possible.

Treating Minor Conditions

Minor illnesses or accidents can happen at any time so it's worth being prepared. It makes sense to keep some first aid items and simple remedies to treat minor complaints and accidents at home.

See our Medicines Chest on our website for further guidance.

Always keep a supply of paracetamol syrup eg Calpol or Disprol at home, for your child. If you wait until you need it, there will be none close at hand.

We have a Practice Policy not to prescribe these products routinely.

H1N1 Vaccinations

Given the initial limited supplies of H1N1 vaccine likely to be available in the first few weeks of the programme, we have invited (by letter) in line with government advice:

- Those in the clinical at-risk groups who are youngest ie pre-school and school age children (especially those with significant morbidity, due to one or more risk factors);
- Pregnant women (but not those in their first trimester until later); and
- Those deemed to be at highest risk on the basis of professional clinical judgement

In terms of scheduling within priority groups, patients should note that in general, the risk of being infected is highest for the youngest and decreases with increasing age. Therefore we will continue to invite from the youngest to the oldest as vaccine becomes available.

Infection Control to Limit Spread of Swine Flu (or other viral illness)

There are some simple measures that you can take to reduce the risk of infection. However, you can't completely eliminate the risk of getting swine flu.

It is very important to ensure good hygiene practices by frequently washing your hands with soap and water to avoid picking up and spreading the virus from surfaces. Alcohol gel is not necessary nor recommended for public places.

Staying at home and avoiding crowds of people could help you to avoid the virus.

Always cover your nose and mouth when you sneeze, or cough, and dispose of your tissues regularly, by bagging and binning them.

Ensuring that you lead a healthy lifestyle will help you to be better equipped to fight off infection. Eating a healthy diet, that includes five portions of fruit and vegetables a day, and taking regular exercise, will help to keep you fit and healthy.

In the practice our hard surfaces, including reception

desk, touchscreen, lift buttons, arms of chairs etc are cleaned every day with recommended products.

Change to Practice Members

We were very sad to say goodbye to Dawn Hutchinson, who left Carnoustie at the end of October after 12 years working with the practice – as a treatment room nurse in the early years and a fully fledged practice nurse laterally.

I am sure you join us in wishing her every good fortune for the future.

Protected Learning Dates 2010

The proposed dates for next year are: **25 March; 16 June; 23 September** and **24 November**.

All Angus practices will be closed for the afternoon from 12.30pm and the requirement for urgent advice or a need to see a doctor is provided by NHS24. **(Tel: 08454 24 24 24)**

Xmas/New Year Holiday Closure

The practice will be closed on Friday **25**, Monday **28** December 2009 and Friday **1**, Monday **4** January 2010.

Next Edition

Our next edition is planned for Spring 2010 patient contribution welcome – please drop us a line or use the feedback page on our website: www.carnoustiemedicalgroup.co.uk