

St. Andrew's Medical Centre

Newsletter No.10 – March 2014

Welcome to our quarterly newsletter.

Our Patient Participation Group (PPG) has contributed to the content.

Please email us with suggestions on future content.

If you do not wish to receive the newsletter in future please reply to this mail: "please delete me from your newsletter list".

TEAM CHANGES

Dr NICOLA BETTS, who has been a long term locum at SAMC, has now joined us on a permanent basis.

Dr EMMA NIXON will be joining us on a training secondment in April.

MISSED APPOINTMENTS – TARGET ZERO

Thank you to all those who replied to our email request to provide your mobile numbers so that we can send you automatic reminders of appointments. If you haven't already done so please email us.

It makes a huge difference to our ability to provide services if we reduce the incidence of missed appointments



Missed appointments 2014	124	Doctors'/Nurses' hours wasted	20	Cost to us all	£1060
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FRIENDS OF SAMC & PPG



We are delighted to announce that following the very successful Fund Raising Coffee morning on March 8th, at which **£520** was raised, augmented by a further **£1000** in very generous donations, we are now able to purchase a new Spirometer at SAMC. A Spirometer assesses lung function and is used in the diagnosis of asthma and monitoring of Chronic Obstructive Pulmonary Disease.

You may recall that in consultation with the PPG, SAMC has bought: a 24 hour ambulatory Blood Pressure monitor; a Diathermy machine; and the Information Screen and software for the waiting room.

PRESCRIPTIONS ONLINE

If you request REPEAT PRESCRIPTIONS and don't currently do so online via our website why not start now: **the service was used 5836 times in 2013.**

It'll save you time visiting the surgery and your prescription can be ready for you at the pharmacy you choose*. (* subject to the Pharmacy being one of those who collect the prescriptions from us).

Click on **Prescription Repeats** on the website.

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WEBSITE

As you may have seen we have refreshed our website. Our aim is make it easier for patients to access information; to make appointments and order repeat prescriptions online.

Take a look at **forms and leaflets**. We have leaflets covering diverse topics such as **Warfarin**, a **Diabetes** weekly record sheet, **blocked ears, tiredness, and acne**.

You can also download forms including, **Travel Clinic, Asthma Annual Review**, and a **Repeat Prescription Application**, all saving you from having to make extra visits to the surgery.

We also have a link to Tunbridge Wells Hospital showing **live A&E waiting time** – but remember minor injuries could well **be treated here at SAMC – just call and ask us**.

We hope you like the new look and content. Let us know by email if you have any further suggestions.

CHILDHOOD OBESITY

The 2013 National Child Measurement Programme found that:

- **1 in 5** five children in reception year is overweight or obese.
- **1 in 3** children in year 6 (aged 10-11yrs) is overweight or obese.

A new DR D advice leaflet has been prepared. It offers some handy tips from our Doctors on what you can do to prevent your children becoming obese and help ensure that they do not fall foul of the many preventable conditions that being seriously overweight can bring.

Click on Forms & Leaflets on our website to download leaflet **20 Dr D on Childhood Obesity**

SPONSORS

We would like to thank **The Gallery, Hair & Beauty, Eye Concern**, and **Day Lewis**, who have all agreed to sponsor SAMC for a further 12 months. Their financial support enables us to maintain the licences for our patient information screen and our website for another year.

MEDICAL CENTRE TRAINING AFTERNOONS

We are closed in the afternoons from 1.00 pm for training on the dates shown. If you need to consult **urgently with a Doctor** please:

- Call the Medical Centre, listen to the answer phone message to obtain the emergency number, or
- Phone 111



May 14th

SAMC DISRUPTION

As you may be aware we had an unwelcome intrusion – a tree through the roof – in the winter gales. Permanent repair work is due to begin shortly and we trust that this will not cause us all too much inconvenience.

St. Andrew's Medical Centre communications supported by

THE GALLERY

DAY LEWIS

EYE CONCERN

NEW DIMENSION GYMNASTICS ACADEMY