

# St.Andrew's Medical Centre

Newsletter No.12 – September 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 don't wish to receive the newsletter in future please reply to this mail: "*please delete me from your newsletter list*".

## TEAM CHANGES

**Dr Robson** will be away from the Medical Centre for a while longer. Other Doctors will be pleased to assist you whilst she is away.

**Dr Imogen Fordham**, a Junior Doctor from the hospital, will be working with us for a few months under Dr Mason's direction. You may be offered a longer appointment with her but you will also be reviewed by Dr Mason.

## MISSED APPOINTMENTS – TARGET ZERO

For the last 3 months the amount of money wasted at SAMC for patients missing appointments was **still too high**: Doctors £800 Nurses £420 and clinic's £50. On a recent Saturday 90 minutes was wasted due to non-cancelled appointments.



To **CANCEL** you can **TEXT 07580 508867** at any time **24/7**.

Example: CANCEL Jo Smith Tue 6 July 11am.

## HOSPITAL A&E DOES EXACTLY WHAT IT SAYS ON THE SIGN

**- deals only with ACCIDENTS & EMERGENCIES.**

Unless it is a **serious Accident or real Emergency**, you should always initially contact SAMC.

But believe it or not patients from SAMC recently attended A&E complaining of: ear infection, sore throat, rash, back pain, diarrhoea, knee pain, hair loss, and many other **non-Accidents or non-Emergencies**.

Every time a patient goes to A&E when they shouldn't have, the hospital contacts us with full details for us to ask the patient why they didn't contact SAMC first.

## SAMC TREATS MINOR INJURIES

Our doctors and nurses can deal with minor injuries between 08:00–18:30 (weekdays only) - call us first and you may not need to go to A&E. Services include:

- lacerations that need gluing or suturing (stitches)
- removing 'foreign bodies'
- treating burns or scalds
- applying wound dressings
- assessing limb injuries/sprains etc; if an x-ray is needed referring straight to x-ray bypassing A&E

## FLU VACCINATIONS

Dates for flu vaccination clinics will be announced in the next couple of weeks. Please wait until then before trying to book your vaccination if you are eligible for one. Check website under **about OUR SERVICES**.

Pinewood Gardens, Southborough, Tunbridge Wells, Kent TN4 0LZ

t: 01892 515455

f: 01892 514019

e: [standrews.mc@nhs.net](mailto:standrews.mc@nhs.net)

[www.standrewsmc-southborough.nhs.uk](http://www.standrewsmc-southborough.nhs.uk)

## MEDICAL CENTRE TRAINING AFTERNOONS

We are closed in the afternoon on September 16 from 1.00 pm for training. 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.



## DR. D's QUARTERLY MEMO

With autumn not far off we are all more susceptible to picking up **'the common cold'** which brings with it the usual discomforts. To help yourselves and your families minimise the impact have a look at our Dr D leaflet on the website [www.standrewsmc-southborough.nhs.uk](http://www.standrewsmc-southborough.nhs.uk) click on **Forms & Leaflets**, scroll down to **22. Dr D advice on Colds & Coughs** and find answers to the questions: When should I See the Doctor? And How can I stop my cold spreading in the family.



## FRIENDS OF SAMC & PPG

One of the things that our PPG (Patient Participation Group) has been doing since its inception two years ago is to raise funds to benefit patients. Our 'PPG and Friends' fund has raised around £6800 to date. Thank you all!

We have purchased: a heart monitor, diathermy machine, spirometer, waiting room information screen and software license, a number of banners and other communications materials.

**Next target: ECG machine.**



## FRIENDS & FAMILY TEST (FFT)

Later this year in common with other NHS organisations, we shall be introducing a new way for you to give us feedback about the services we provide - *positive or negative* - called the **Friends & Family Test**.

This is an important opportunity for you voluntarily to give quick, anonymous, feedback on the quality of the care you receive from us, giving us a better understanding of your needs and enabling improvements.

You will be asked to think about your most recent experience of our services and to answer one core question: ***How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?***

Full details of the FFT will be announced in the next newsletter, on the website, in the waiting room both on the screen and at Reception.



## DEMENTIA FRIENDS

Know anyone with DEMENTIA? Would you like to give them a helping hand? Come to a session here at SAMC on **September 23rd 7.00.p.m.** and improve your understanding of dementia and its effects, and how we can all think, talk and act on dementia.

Dementia Friends: Kate Sergeant: 01892 559410 [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)

## SHINGLES VACCINATIONS

We can now provide **Shingles vaccinations** for patients who are aged **EITHER 70, 78 or 79** on the 1st September 2014. These are the only 3 age groups that the vaccine is available to.

St. Andrew's Medical Centre communications supported by

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