

# St. Andrew's Medical Centre

Newsletter No.13 – December 2014



## A Happy Christmas to you all



Now that Christmas is coming, don't use the excuse to stop running,  
order your prescriptions early, to stop the staff being surly.

Remember it's a time to be merry, but not tanked up on buckets of sherry.

Whilst enjoying the festive cheer, please watch your intake of beer; we want you to have fun but not  
regret what you've done.

Make sure your first aid box is stocked for those burns, cuts, bruises from knocks.

Remember the elderly and frail around you, pop in say *'hi, is there anything I can do?'*

Think of those depressed and alone, would it hurt to pick up the phone?

Diabetics watch out for those carbs, when you are tucking into dinner at Barbs.

If you're watching your weight stick to some dates, rather than trying the dips on stacked buffet plates.  
Mince pies are divine, especially with wine, but remember your statin that night, to stop your chest going  
tight.

IBS patients avoid mincemeat and sprouts, to reduce that tummy bloating and gas creeping out!

Turkey, and red meat may flare your gout, keep yourself hydrated to prevent a nasty bout.

High blood pressure takes a beating with all that over-eating, any symptoms of a stroke, don't treat as a  
joke.

We at St. Andrew's wish you a restful cheerful time. Yes there will be Santa surrounded by banta but  
remember the true meaning of Christmas time.

### .... ON THE 4 DAYS OF CHRISTMAS ...we are closed!

... on **Christmas Day**, (Thursday 25th), **Boxing Day** (Friday 26th) and also on  
**Saturday** and **Sunday** (27th & 28th). We are also closed on **New Year's Day**  
January 1st.

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.



### TEAM CHANGES

**Farewell, thank you and good luck** to: **Elinor Playfoot**, **Joanne Shortt** and **Juliet Medhurst** who  
leave our nursing and healthcare team, and **Dr Imogen Fordham**, a Junior Doctor from the hospital.

**Hello and welcome** to: **Jo Kerwin**, our new practice nurse, **Lizzie Mayhew** our new Health Care  
Assistant and **Helen Lavender** who joins us as a Locum Practice Nurse.

**Dr Joe McGrath** a new doctor from the hospital has joined us for a few months under Dr Mason's  
direction. You may be offered a longer appointment with him 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 £775 Nurses £290 Clinic's £60  
To **CANCEL** you can **TEXT 07580 508867** at any time **24/7**.

Example: CANCEL Jo Smith Tue 6 July 11am.



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## REMINDER: 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 JAB

Are you one of the 600 patients who have had a flu jab? No? It's not too late. Phone in the afternoon to fix an appointment.

## FRIENDS OF SAMC PPG & FRIENDS



The coffee morning in early November was very successful raising **£415** towards our next target of a **new ECG machine\***. A generous donation of **£100** was also received. Many thanks to the PPG for organising the event and to all of you who supported it.

One of the things that our PPG has been doing since its inception two years ago is to raise funds to benefit patients. Our 'PPG and Friends' fund has raised around **£9000** to date. **Thank you all!**

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

\* An ECG machine measures the electrical activity of the heart. This is used to detect heart attacks and rhythm disturbances.

## FRIENDS & FAMILY TEST (FFT)

In October we introduced a new way for you to give us feedback about the services we provide - *positive or negative* - called the **Friends & Family Test**.

You can give quick, anonymous, feedback every time you use one of our services, either by filling in a postcard, or online via our website.

You need 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?*

With your help we can gain a better understanding of your needs, enabling improvements.



## MEDICAL CENTRE TRAINING AFTERNOONS

We are closed in the afternoon on **February 5th 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.



## NEW YEAR RESOLUTIONS

Are you going to make any? We are. Look out for them in the new year.

St. Andrew's Medical Centre communications supported by

THE GALLERY	DAY LEWIS	EYE CONCERN
NEXT DIMENSION GYMNASTICS ACADEMY	REVIVE MOBILITY	SAPPLING@ THE SPORTS CENTRE