

St. Andrew's Medical Centre

No.18 Early Summer 2016

Welcome to our quarterly newsletter, a collaboration between the SAMC team and the PPG (Patient Participation Group)



News from the Medical Centre



Un-cancelled appointments - **everyone else has to wait longer**

When you miss an appointment without telling us we have no opportunity to fit **another patient** into the empty slot - it's also costly as staff still have to be paid.

For example, in the last quarter, **110 patients failed to cancel** a doctor's appointment (many even though they had had a text reminder) this is equivalent to almost **4 days'** worth of doctor's appointments; similarly, **146 patients failed to cancel** a nurses' appointment equivalent to **5 days'** worth of appointments.

To cancel please phone, or **text 07580 508867** at any time 24/7. **e.g. Cancel Jo Smith Tue 6 July 11am**

Medical Centre training afternoons

We are closed on September 13th from 13.00 for training. If you need to consult urgently with a doctor please call the Medical Centre, listen to the answer phone for the emergency number, or phone 111.

'Hub' update

Take a look at the 'Hub' page on our website where you can see the latest information with a link to the Southborough Council's project update.

When the project progresses further we will be adding a **Frequently Asked Questions** section and inviting patients to send additional questions they might have which will then be added to the list together with our responses.

It is also our intention to consult with patients as plans for our participation in the Hub become clearer.

Southborough
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Dr D on medical matters

Sugar



Your children might seem fine on the outside, but too much sugar can cause tooth decay and lead to the build-up of harmful fat on the inside that you can't see. Fat around vital organs can cause serious disease in the future, e.g. weight gain, type 2 diabetes, heart disease, -some cancers.

Download a **Doctor D advice leaflet** from the **Advice page** on our website

www.standrewsmc-southborough.nhs.uk

Diabetes - are you at risk of Diabetes?

It is an increasing and serious problem and action needs to be taken now. If you have been advised that you are at risk (have impaired glucose regulators) make sure that you have a copy of a new guide '**Are you at risk of diabetes**' (pick one up from SAMC). It is packed with practical advice of the steps you can take to avoid this condition. SAMC will be monitoring your condition with annual monitoring checks including a non-fasting blood test.

Join us at a **short open meeting on September 8th** from 7.00-7.45 pm for a briefing from our GPs and a questions and answer session.

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

t: 01892 515455

f: 01892 514019

e: standrews.mc@nhs.net

www.standrewsmc-southborough.nhs.uk

Dementia

Dementia is an umbrella term for various forms of neurological impairment which affect memory and create difficulties in thinking. It is progressive. It can affect both men and women: women are more likely to develop **Alzheimer's**, whilst men tend to develop **Vascular dementia**.

You can reduce your risk of dementia by not smoking, maintaining a healthy diet, taking regular exercise, reducing alcohol intake, and keeping socially active, with your brain active with puzzles/quizzes/reading etc.

Download a **Doctor D advice leaflet** from the **Advice page** on our website www.standrewsmc-southborough.nhs.uk

SAMC services



New triage Appointments system working well

If you haven't been in lately you won't be aware that we've changed our 'on the day' appointments process by introducing a '**triage system**' (a process of determining the priority of patients' treatment based on the severity of their condition).

How a day at the surgery now works:

- if you phone or visit after all the available slots have been taken your request will be logged by the reception team onto our '**triage list**' managed by the day's **duty doctor**.
- you will be asked to **remain by your phone** to await the call
- the **duty doctor** will make a maximum of 2 calls to you but not call again if you don't respond; in such a case you will need to call the surgery again if you still need to
- the **duty doctor** will phone you as soon as possible to agree the appropriate course of action
 - in certain cases, at triage assessment on the phone, the **duty doctor** may decide to arrange a home call
 - this may be resolvable without a need for a same-day visit by you to the surgery, but if it is, an appointment will be offered to you or booked for a subsequent day

Sign up for online services and save time phoning or waiting at the medical centre

Over 1000 patients have already signed up enabling them to book *non-routine appointments*, request *repeat prescriptions* or view their *summary medical record*. Please sign up once for all 3 services - go to our website and follow the steps described at:

www.standrewsmc-southborough.nhs.uk/appointments-online

PPG & Friends



Update: Funds raised currently stand at £12891

Recently purchased: 1 Paediatric Sats probe; 1 Paediatric kit.

New targets: Electronic scales; extra home blood pressure monitors; mallet splints (to support dislocated fingers, carpal tunnel minor surgery etc.). (A fixed surgery-based blood pressure checker has been deferred due to space/privacy constraints).

New members: can you spare an hour or so 4 times a year? it's your chance to talk directly to the SAMC team and fellow patients in a very informal gathering – just send in an email or ask at Reception.