



# The Pulse

WINTER / SPRING 2013

Sandy Lane GP Surgery Newsletter



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**Dr Masud**  
**Dr Aghel**  
**Dr Qureshi**

## Opening times:

Monday

8.00am - 7.30pm

Tuesday

8.00am - 6.30pm

Wednesday

8.00am - 6.30pm

Thursday

8.00am - 6.30pm

Friday

8.00am t-6.30pm

The practice closes at

12pm every fourth

Wednesday of the  
month for staff training

*When the Surgery is  
closed and it cannot wait  
until it next opens the  
"Out of Hours" number  
is:*

**0300 4564953**

## The First Issue

Welcome to the first edition of Sandy Lane GP Surgery Newsletter, **The Pulse**. The plan is to publish quarterly news and information related to our GP Surgery along with health and operational issue faced. We hope to highlight and inform patients of the vital services provided by our Doctors and Staff, as well as assisting to improve the services available and the also health of our community.

The Newsletter is produced by the Patient Participation Group [PPG]. This group of volunteers provides a structure through which the practice staff can consult patients' views and opinions. It is a forum for patients to share comments and questions about the healthcare provided and to be a critical friend of the Practice. The PPG are a patients just like you!

It is important that the make-up of the PPG is representative of the patients using the services. If you would like to be involved, have a small amount of time to volunteer and would like further information please leave your details at reception.



## Repeat Prescriptions

Most pharmacists, whether they are the high street brand names or your local chemist, have a repeat prescription collection service. This saves you time, energy and money as you do not have to remember to bring your prescription request into the surgery or collect it a couple of days later.

The service offered by the chemists may vary slightly but most ask that you ring them the week before the prescription is need so that they can prepare the items you require. Some of the larger chains work on a 28 day cycle and check the items required next time when you pick up your current prescription.

Whichever way they run their service they will contact Sandy Lane Surgery to request your prescription, collect it and dispense it ready for you to collect. Some also offer a delivery service.

If you would like more information on which chemists provide these services and how their particular service works, please speak to the receptionists at the Surgery or your chemist.

## Making an Appointment

### - Your choices:

- **Visit the surgery** Appointments can be made at reception between 8.00am and 6.30pm
- **Telephone the surgery** Call 01623 656055. Please note that calls to this number are charged at standard BT rate from when you first hear the recorded message). When you have listened to the recorded message press '2', and state whether the appointment is urgent or routine.
- **Book Online** You will need to register with the practice for this first in order to use **Systmonline**. Just ask reception staff for details.

The surgery is not open on Saturday or Sunday and remember one problem, one consultation. If you have more than one problem to discuss with your GP a 'double appointment' can be arranged.

**Urgent Appointments** are available if you have an urgent medical problem you feel needs attention on the same day—please speak to the reception staff.

- Urgent medical problems will be dealt with on the day although the appointment may not be with your chosen GP.
- DO NOT use the online appointment facility if you have an URGENT medical problem!
- Sick notes are not classed as emergency on the day appointments.

If you have any queries about how to make or cancel an appointment please call our reception team on 01623 656055 who will be happy to help you.

The Practice aims to offer patients a fast, efficient and friendly service.

### Buy your raffle ticket now!

The Patient Participation Group is organising a fund raising Easter Raffle.

## Nurses Knowhow

Sometimes one of the nursing staff could be the best person to consult about your health problem. They conduct reviews of ongoing ailments and other injections.

Advice and treatment is also provided for ear ache, eye infections, foot problems and hay fever as well as eczema, psoriasis, rashes bites and stings.

If you want information about diet, stopping smoking or how to take care of yourself when travelling abroad, they are then happy to help.

Patients in receipt of health reviews receive letters when the next appointment is required as do those requiring flu vaccinations but other services require an appointment to be made via the reception.

Nurses are able to prescribe some medications and carry out routine tests. They are major contributors to the team approach required for quality health care and enjoy ease of communication with Doctors and other health care practitioners within the surgery.

### Too Many Missed Appointments

It is important to attend scheduled appointments, and that if it is no longer needed you contact the surgery to cancel. Registered Systmonline users can also cancel appointments online. In the region of 170 appointments per month are wasted. What a headache!

### When You Are Not Happy

#### - Complaints Procedure

The staff and Doctors at Sandy Lane Surgery always try to provide the best service possible, but there may be times when you feel this has not happened, for whatever reason. In the first instance please contact the

Practice Manager (Jill Towns) to discuss the issue. She will try and sort out any problems you have immedi-



-ately. If this is not possible and you wish to make an official complaint Jill will note the details and explain how the complaints procedure works.

We have a duty to respect patient confidentiality, therefore, if a complaint is made by a third party, written consent from the patient would be needed before any investigation can begin.

The Surgery believes it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within two days. Occasionally it may take longer, but you will be kept informed throughout the investigation. At this meeting, to which you can bring a relative or friend, the issues will be addressed along with an explanation and a plan for any action that may be required.

The staff will always try to resolve grievances; however, the practice procedure is not able to deal with areas of legal liability or compensation. The Surgery procedure does not affect your right to subsequently complain to the National Health Service. If you would like more information Please ask at reception.

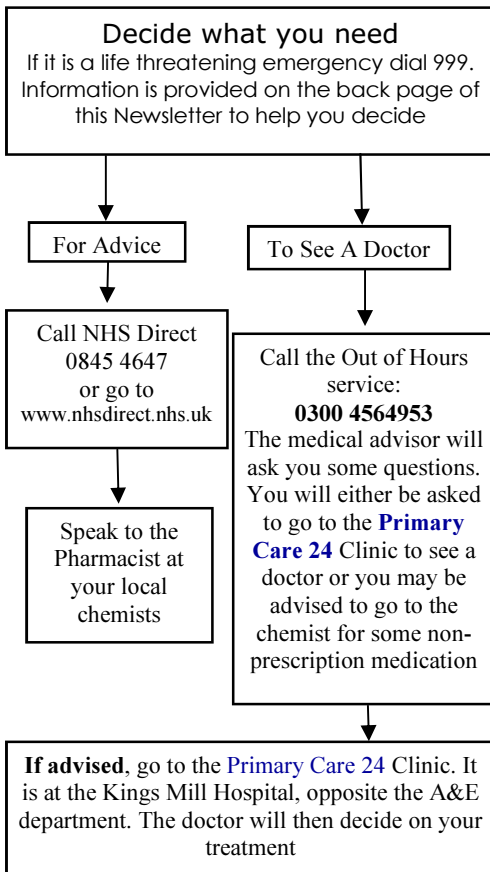
### Patient Survey 2012 - The Results

During October last year patients attending the surgery were asked to complete a patient survey that asked for feedback about the surgery, its facilities, staff and quality of care received. We would like to say a big **thank you** to all of you who took part Your contributions play a vital part in the development of the practice and the results are used to review the services provided, and to help us better understand the needs of the patients.

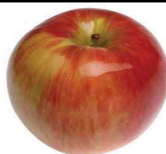
This year's results along with what questions were asked are available online at:  
[www.sandylane-surgery.co.uk](http://www.sandylane-surgery.co.uk)  
or ask for details from the surgery reception.

We anticipate running another survey later this year but in the meantime we welcome any feedback you might have about the surgery either via the comments box in reception or by talking to the Practice Manager.

### Choices When the Surgery is Closed and Medical Help is Required



Please ask if you request several repeat prescriptions at different times - It could be possible for them all to be combined into one.



Have you had one today?



## When Dealing With an Emergency—Call 999

Examples of medical emergencies include (but are not limited to):

- chest pain
- difficulty in breathing
- unconsciousness
- severe loss of blood
- severe burns or scalds
- choking
- fitting or concussion
- drowning
- severe allergic reactions

## When it's not a life-threatening emergency

If it is not a life-threatening emergency and you, or the person you are with, do not need immediate medical attention, consider one of these

- Visit or call the Surgery 01623 656055
- Call NHS Direct on 0845 4647
- Visit the NHS Choices website: [www.nhs.uk](http://www.nhs.uk)
- Make your own way to an A&E department
- Talk to your local pharmacist

## What is Out Of Hours?

A doctor is always available but should be only called out of hours for a problem which cannot wait until the next surgery. If you are in doubt, please ring 0300 4564953 and ask for advice. Your call will be handled by an approve deputising service. Alternatively, you may wish to phone NHS Direct if you are not sure if you need a doctor. Telephone NHS Direct on: 0845 46 47

## On-Line

[www.sandylane-surgery.co.uk](http://www.sandylane-surgery.co.uk)

The Surgery has a very comprehensive website packed with useful information and services. The site provides access to "Systmonline" which provides the opportunity to make appointments with the Doctor of your choice. Talk to the receptionist on how to register for this service.

The website is frequently updated with information related to Sandy Lane as well as links to information about health issues on a national level.

We are on the web:  
[www.sandylane-surgery.co.uk](http://www.sandylane-surgery.co.uk)

## Bowel Cancer - Free Screening

Bowel cancer is the third most common cancer in the UK claiming 16,000 lives every year. The earlier it is diagnosed the more effective the treatment is.

Everyone between the ages of 60-69 will receive a letter inviting them to take part in the *Bowel Cancer Screening Programme*. A week after receiving the invitation letter a screening kit will be posted.

The test is:

- Free
- Non-invasive
- Done by yourself at home
- Arrives and returned in the post
- Has full instructions

The test is carried out on samples which are returned to the test centre in a Freepost envelope and the results are sent to you within two weeks of returning the test.

Sandy Lane Surgery is a very busy place delivering health care to almost 6½ thousand patients. Between them the Doctors see in the region of 550 patients every week and a similar number visit the nurses