



Pulse 2

SUMMER / AUTUMN 2013

Sandy Lane GP Surgery Newsletter



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Dr Masud
Dr Aghel
Dr Qureshi
Dr Pirwani

Welcome to the second issue of *Pulse*. We hope it continues to provide help and information on topics related to a healthy lifestyle and the services provided by Sandy Lane Surgery.

The Newsletter is published by the Patient Participation Group [PPG], a team of dedicated volunteers, who assist the surgery in its day to day work and provide a supportive interface between patient and staff.

In an attempt to increase the level of representative, we are looking for additional members. We would particularly like to include carers and those in the 18 to 25 age group. Please contact the surgery if you would like more information or email: sandylaneppg@live.co.uk

Call 111



Opening times:

Monday
8.00am-7.30pm

Tuesday
8.00am-7.30pm

Wednesday
8.00am-6.30pm

Thursday
8.00am-6.30pm

Friday
8.00am-6.30pm

The practice closes at
12pm every fourth

The replacement service for NHS Direct is now fully operational in the Nottinghamshire area. We understand the service is now fully functioning in our area.

NHS 111 is a new service to make it easier for accessing local NHS healthcare services. You can call 111 when you need medical help fast, when it's not a 999 emergency.

You should use the NHS 111 service if you urgently need medical help or advice but not when it is a life-threatening situation. Call when:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact the surgery or local pharmacy in the usual way.

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

0300 4564953

Banish the Bugs

Having clean hands makes a valuable contribution to your personal health and that of others.



Wash your hands:

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the toilet, changing nappies or cleaning up a child who has used the toilet
- After blowing your nose, coughing or sneezing
- After touching an animal, feed or animal waste
- After touching rubbish and waste

Simple hand washing could help to keep you healthier through the cold winter months and is an easy way to prevent the spread of infection. Soap and water is all that is required.

Annual Check-ups.

The surgery offers annual check-ups for people experiencing diabetes, heart disease, asthma, shortage of breath [COPD] and high blood pressure. Over a period of time symptoms can

vary, so by having an annual check-up it allows the nurses to establish if any medication or treatment is effective. Advice is also provided for improving life style changes.

Appointments vary in length from 15 to 30 minutes and usually the Surgery contacts you when a check-up is due.

It is important to look after yourself and you are welcome to make appointments for yourself at reception, over the phone or by Systmonline.

Far Away Places?

Travelling to exotic places and also not so exotic lands is great fun and a real adventure. However, with adventure comes certain risks and these need to be eliminated or reduced prior to travelling:

Never assume you are up to date with your jabs as different countries have different diseases. Always book to see the nurse at least 6-8 weeks prior to travelling. Some vaccinations are simple but others can take up to 4 weeks to complete.

With travel comes a risk of injury or illness whether minor or major. Having adequate travel insurance will save you a fortune in medical expenses should a problem occur.

Doctor Appointments

Dr Masud is available Monday to Friday, whilst Dr Aghel is available Tuesdays and Wednesdays and Dr Qureshi on Monday, Thursday and Friday. Most appointments are available "on the day" by calling between 8.00 and 9.00am.

Pulse 2 would like to extend a warm welcome to Dr Pirwani who is now a full time partner at the Surgery.

Meet the Staff



This selection of bright smiling faces are members of the dedicated team who provide support and healthcare for patients at the Sandy Lane Surgery. In the photograph are Jill, Trudy, Glenys, Janice and nurses Elaine, Sophina and Cat. However, the camera failed to capture Johann, Julie, Ann and Pauline. Maybe next time!

There are additional visiting staff including the Phlebotomist, Midwife and Counsellor.

Between them and in close communication with the Doctors, they support us through our times of medical need—appointments, referrals, tests, monitoring, medication, prescriptions and the rest.

The Newsletter provides the opportunity to say, “Thank you” for all their un-seen work.

Make Nottinghamshire Smokefree

Smoking is the biggest single cause of preventable illness and premature death in England. Smokefree Nottinghamshire and its partners are working together to reduce the harm caused by smoking.

If you are thinking about giving up smoking speak to the Doctor, Practise Nurse or Pharmacist for help and support

A&E

In a recent survey, carried out by the Doctor Patient Partnership at nine A&E departments during the Easter holiday, it was found that more than half the patients attended with minor ailments like sore throats and flu. They had not attempted to contact their GP. A&E staff who took part in the survey said that 70% of patients should have consulted their GP, and most could have waited until regular surgery hours. The results were worrying because many people do not realise that A&E services are not designed to deal with minor ailments, or as an alternative to visiting the GP.

Figures show a rising number of patients waiting for more than four hours at Accident and Emergency departments with holiday times being the busiest.

The treatment provided at A&E has changed significantly in recent years with the advent of new treatment options, however, many of these are time-critical procedures only required by seriously injured and ill patients. People reporting to A&E with coughs and colds or diarrhoea overload the system and increase waiting times.

It is seldom an easy time when people are dealing with concerns about their health. To help in these situations Sandy Lane Surgery offers a comprehensive service, which in some cases would be more appropriate than a visit to A&E. Always remember that if you or someone else experiences a severe emergency like chest pain, loss of blood or suspected stroke,

go immediately to the nearest A&E department or call 999.

Out Of Hours

A doctor is always available for problems 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 approved deputising service. Alternatively, you may wish to phone NHS 111 if you are not sure you need a doctor.

If you have several problems you wish to discuss with the Doctor please ask for a longer appointment. Hurried consultations are unsatisfactory for everyone.

On-Line

www.sandylane-surgery.co.uk

The Surgery has an excellent and 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

Bowel Cancer Screening

Under the NHS Bowel Cancer Screening Programme men and women registered with a GP and aged between 60 and 69 are invited to take part in screening every two years (from age 70 onwards, you can request screening, but you aren't automatically invited).

Screening aims to pick up bowel cancer at an early stage when treatment is likely to be more effective.

What happens is that you'll automatically receive a faecal occult blood testing (FOBT) kit in the post. This is used to collect tiny samples from your bowel motions. You return the test kit to a laboratory for analysis. If you have an abnormal result, you'll be invited to a local screening centre to discuss further tests.

Patient Participation Group

The PPG is currently working on providing an on-line extension to the existing Surgery Website. Patients will be able to contribute to surveys, keep abreast of the PPP initiatives, become a member of the Virtual Patient Participation Group as well as receiving electronic versions of the newsletter.

Flu Jab

The flu clinic for all patients in the "at risk" group will take place at the Surgery on Saturday 5th and 12th October from 9.00 until 4.00.