

Glendale Surgery Newsletter 2018

GP - My Day in the Surgery

We realise that most patients don't know what goes on behind the scenes and thought we would ask one of the members of the team to write up a typical day at work to give you some insight into daily life in our surgery. We thought we would start with the doctors so you know how they spend their time when they're not seeing you during your appointments and this is a typical day for them both.

The pathology labs run twenty-four hours these days so the day usually starts with a long list of blood results to check from the previous day or two. With the phones transferring from the out-of-hours service at 8.30 and our morning surgery starting at 9.00, there are time pressures right from the start. Sometimes patients need urgent telephone advice or need to be seen urgently, so all timings in our day are subject to events. Rarely we will even have to do a house call first thing before surgery, although the paramedics are very helpful to have around in a crisis too!

There is a fine balance to be struck between providing enough appointments and being able to give patients sufficient time when they are being seen so 10 minute consultation intervals are still the norm.

Morning surgery goes on most of the morning and then time to grab a coffee while doing the prescriptions for the local chemist and checking medicines in the dispensary. Just like in a pharmacy, we must check what we have prescribed is what we are about to hand out.

Next, we grab the day's hospital letters - still in paper form though about to go electronic - and go back to our rooms to start working through those and the list of phone calls. We have tried to cope with rising demand by offering more telephone appointments for those problems that do not need a face-to-face meeting which is why the girls will ask you if you mind giving them an idea as to what the problem is. It really does help us. Sometimes we are on time still by now but often not!

By the time that's done and the letters read and actioned, it is time to go visiting. The nature of a small rural practice means that visiting can be very variable. Mostly there are one or two visits each day. The key issue is location because it is a very big area and travelling time can have a huge impact on our day especially if the visits are at each end of the practice area. When we get back from visits there are often further telephone calls to be made and other queries as well as dictating referrals to hospitals and general correspondence. There is a further list to be addressed too: all the requests for medications that are not already authorised as repeat prescriptions. This takes up to an hour.

Meetings are generally timetabled for the middle of the day. They are needed to ensure we coordinate our efforts with our colleagues locally as well as for more practical issues like the running of the surgery itself. Procedures like minor surgery and cryotherapy clinics are likewise squeezed into the middle of the day.

Evening surgery starts around 3.30pm and runs to a similar format as the morning with patients booked at 10 minute intervals. By the time it is done and the last patient has left, the day is finally calming down and there is a chance to do some of the things that could not be fitted in earlier. The telephones transfer to the out of hours service at 6pm (although we are on call until 6.30pm) and we feel we have done well if we are able to head home then.

Most days are an exercise in squeezing a quart into a pint pot from a time management point of view. It takes expert reception staff to choreograph it all and we are very lucky in that respect. At the core of it all is a job about relationships that we both still love and giving the best possible care that we can to all our patients.

All practices struggle endlessly with these competing pressures and the elastic limit is set by the doctor's ability to sustain the effort. Currently many are being overwhelmed: two years ago the government estimated we needed an extra 5000 full time GPs but in the time since we have about a 1000 fewer. Few new GPs are willing to work full time because of the burnout rate of those who do, and though the government is opening new medical schools, it takes 10 years to train a new GP. Recruiting from abroad is also complicated by Brexit uncertainties.

Practice Information

New Registrar—Dr Jones

Hi, my name is Dr Richard Jones and I'm working at the practice for six months until February 2019. This is my final placement before qualifying as a GP and I have passed all my Royal College of GP examinations. I graduated from Edinburgh Medical School in 2005 and bring a wealth of hospital and research experience to the role. I have a young family that keep me busy outside of work too and I look forward to meeting some of you soon!

Flu vaccinations start 1st October

We have ordered our vaccines in for all our eligible patients. Appointments will be available daily during mornings and afternoons as well as each **Thursday between 6.30pm and 8pm** for those who work.

We recommend that anyone included in the lists below have an annual flu vaccination at the surgery to ensure protection against flu and potential serious complications. The more people that get vaccinated against flu, the less it can spread within the community.

Adults aged 65 and over, pregnant women, severe asthma, heart/kidney or liver disease, respiratory disease such as COPD, Emphysema, cystic fibrosis, diabetes, stroke or mini stroke, neurological disease, morbidly obese, a weak immune system, carers, health workers.

This includes children aged 6 months and over in one of the above categories and children aged 2 to 9 years.

Please book your appointment at the surgery to protect yourself and your family against the flu virus.

Pharmacy 2u

We are aware that letters from this private company are being received by some of our patients offering to have their repeat medication ordered through them and delivered directly to their doors free of charge.

We would like to make it clear that the practice is most definitely not promoting this private company and, if you do decide to sign up with them, any medication queries you have would need to go through them, any changes your doctor makes to your medication would also need to go to them which would delay your treatment and might therefore have a detrimental affect to your wellbeing and medical care. Please think carefully before signing up with them.

Medication when sick

If you are unwell with any of the following:

- Vomiting or diarrhoea (unless minor)
- Fever, sweats and shaking (unless minor)

Then **STOP** taking any of the following medication:

ACE inhibitors –medicine name ending in 'pril',
ie Lisinopril, Ramipril

ABR's—medicine names ending in 'sartan' such as
ie Losartan, Irbesartan, Candesartan

Diuretics—Furosemide, Bendroflumethiazide

Metformin—a medicine for diabetes

NSAID's—Ibuprofen, Diclofenac, Naproxen

Restart when you are well (after 24-48 hours of eating and drinking normally). If in doubt, speak to a pharmacist or call the surgery.



Telephone Numbers, Email and Change of Address



Please make sure we have the correct contact details for you. If you change your phone number, email address or home address please let us know so we can keep your records up to date.

This is very important for many reasons, for example, if you are being referred to hospital so they send the appointment to the right address, in case of an emergency, if you ask the doctor to call you back and for generally keeping in touch to remind you of appointments and pass on important messages to you.

General information

Prescribing of over the counter medicines is about to change

NHS England have advised us that changes are being made to prescribing of medicines that are available to buy over the counter at your local pharmacy and supermarkets. When the changes are made, your GP will not generally give you a prescription for medicines used for a range of **short-term, minor** health concerns. This includes things like sore throat, indigestion and heartburn, mild to moderate hay fever, mouth ulcers, haemorrhoids.

There are exceptions and you may still be prescribed a medicine on the list if you need treatment for a long-term condition, to treat a side effect of prescription medicine, ie constipation when taking certain painkillers. The reasons vary for each condition and your GP, nurse or pharmacist will speak to you if this affects you. The reasoning behind this are that the NHS has been spending around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket, such as Paracetamol and Aspirin and, by reducing the amount the NHS spends on over the counter medicines, priority can be given to treatments for people with more serious conditions, such as cancer, diabetes and mental health.

The team of qualified healthcare professionals at your local pharmacy can offer clinical advice to safely and effectively manage minor health concerns. Find out more about this change to prescription policy at nhs.uk/OTCmedicines. Leaflets will be available soon in the surgery and local pharmacies.

Stay Healthy this Winter— Things to do in Wooler

During the dark and cold winter months, its easy for us to go into 'hibernation' mode until spring and spend less time socialising with friends and exercising. We are very lucky in Wooler that we have many groups and activities that go on all year round for people and age is no barrier.

The Cheviot Centre have regular groups throughout the week and at weekends who would welcome new members. Some of the activities are:

Yoga	Tai Chi and Qigong	Line dancing	Singing groups
Crafts	History, Art and Science	Carpet bowls	Wool crafts
Reading for pleasure	Wine appreciation	Painting and drawing	Local walks

St Mary's Church have the following activities:

Monday 11.30—12.30 Mature Movers (exercise to music)

Tuesday 1—3pm Knit and natter

Glendale Community Christmas Day 2018

This was a great success last year with 50 people for Christmas lunch.

We all know someone who will be on their own for Christmas – maybe their family lives too far away, perhaps they have no family they can spend the day with, it might be that they have poor health or maybe there's a couple or a family that just doesn't look forward to Christmas.

Whatever the reason and whatever the age and household, everyone is welcome at the Glendale Community Christmas Day. Don't be stuck at home on your own on this special day, come along and have some fun!!

This year there'll be tea and coffee to welcome everyone at around 11am then a little entertainment, followed by Christmas lunch with all the trimmings (vegetarians and vegans can also be accommodated). We'll watch the Queen's broadcast on TV and then everyone can make their way home. **There's transport for people who need it.**

If you'd like to come along and take part or help out, contact us by the 1st December with your telephone number and email address if you have one at Jane Pannell 01289 388321 or jane.pannell51@btinternet.com

Information continued

Extended Hours Services (Glendale Thursday 6.30pm—8pm)

This service has been up and running for some time now and patients who work and don't get back to Wooler until after 6pm have found it really helpful to be able to see a doctor or nurse after working hours.

Glendale Surgery is on duty each Thursday and we have a GP clinic run by Dr Child, one of our regular locum GPs, and a parallel nursing clinic run by either Maureen our Practice Nurse or Rosie, our Healthcare Assistant. Patients can be seen for anything that would normally be seen during in-hours clinics but we can't provide minor surgery, cryotherapy, home visits or non-NHS services, ie private medicals such as HGV, taxi, employment.

Glendale patients are able to access GP services as follows:

- Monday 6.30pm—8pm Well Close Medical Group, Berwick
- Tuesday 6.30pm—8pm Belford Surgery, Belford
- Wednesday 6.30pm—8pm Well Close Medical Group, Berwick
- **Thursday 6.30pm—8pm Glendale Surgery, Wooler**
- Friday 6.30pm—8pm Alnwick Medical Group, Alnwick
- Saturday 8.00am—12noon Well Close Medical Group, Berwick.

NHS 111 is still be available during these times and at any other time of the day or night for advice. Northern Doctors Urgent Care still provide out of hours services and home visits.

Patient Group

We are looking for patients to join our Patient Group. Members are a group of volunteer patients who meet every 3 months with the practice manager to discuss the services on offer and how improvements can be made for the benefit of patients and the practice as well as wider healthcare issues in Northumberland.

We are particularly looking for involvement from teenagers, young mums and dads, people of working age and people with a disability as this would give us an overall view of the services we offer and help us, where possible, to shape our services around what you as patients need. If you're interested, give us a call or pop in for a chat or contact the chairman of the group Harry Wilson on 07724 114475 or email hgew13@gmail.com.



Christmas and New Year Opening



Monday 24th December	08.30—6pm
Tuesday 25th December	CLOSED
Wednesday 26th December	CLOSED
Thursday 27th December	08.30—6pm & GP Late night 6.30pm—8pm
Friday 28th December	08.30—6pm
Saturday 29th December	a.m Appointments available at Well Close Square
Sunday 30th December	CLOSED
Monday 31st December	08.30—6pm
Tuesday 1st January 2019	CLOSED

Please remember to order your medication in plenty of time and by the 14th December at the latest if possible. If you need advice or to see a doctor when we're closed, dial NHS 111 and they will advise you of the best service suited to your need and make arrangements for you to be seen by a doctor if necessary.

From everyone at the surgery, we wish you all a very happy Christmas, good health and happiness in 2019.