

The Shaftesbury Circular

The Newsletter of The Shaftesbury Medical Centre



Issue No. 3

Summer 2011

Baby News

We are delighted to announce and congratulate Dr Musa on the birth of her new baby boy.



She has returned to work in a part time capacity. She will be available for morning surgery during Monday, Wednesday, Thursday and Friday. She will also continue to lead the Baby Clinic on a Wednesday afternoon.

Patient Group Meeting

We would like to invite patients to join us in a Patient Group Meeting on Wednesday 31.8.2011 5.30pm to 6:30pm at the surgery.

- ◆ Help us in shaping the future of our surgery and improving patient care and patient services.
- ◆ Hear about the most recent National Survey results.

YOUR SURGERY NEEDS YOU!

Smoking Cessation Clinic

Sadly the PCT funding for a free stop smoking service has ended.

However we are still able to provide and offer smoking cessation advice and support with our Practice Nurse.

Please make a routine appointment with our Practice Nurse.



Staff News

Dr Nizamuddin is joining the surgery as a new GP Partner.

His special interests include Diabetes and Elderly Care. He is also a GPwSI in Paediatrics (Child Health) and does community clinics conjointly with local Paediatric Consultants.

He also has an avid interest in teaching and teaches Medical Students at Northwick Park Hospital.

Health Care Assistants

We are pleased to announce that both of our phlebotomists have successfully completed HCA training.



They are currently providing new patient health checks and blood pressure checks.

The role is being developed to provide assistance with diabetic and asthma checks, as well as in-house ECG and Spirometry tests in the future.

Staff Profile

Sue Murphy - Practice Manager



Sue began her NHS career in 1983 working as the sole receptionist in a single handed practice in Sudbury.

As the sole receptionist Sue got to know the patients and the local community services very well during her 8 years at the surgery and gained a good working knowledge of General Practice.

In 1991 following the birth of her second child and the retirement of the GP, she moved to a neighbouring practice, computers had just been installed and Sues' role was to summarise all the patient notes onto the computer as well as some general administration tasks.

In 1996 Sue joined Shaftesbury Medical Centre as a part time receptionist, progressing to Deputy Manager in 2000 following successful completion of the AMSPAR Diploma in Practice Management and the ISM Diploma. Sue was appointed as Practice Manager in 2001 following the retirement of her predecessor.

Health Tip—Hayfever

Hayfever is caused by an allergy to pollen. Pollen is the fine powder produced by plants/trees/flowers. Grass pollen is the most common cause and affects people from May to July. Other causes include tree pollen (March to May) and weed pollen (early spring to autumn).

Hayfever is very common 2 in 10 people in the UK and tends to run in families. It is also associated with Asthma and Eczema as Atopic conditions.

Most common symptoms are runny, itchy, blocked nose, sneezing and itchy eyes.



Diagnosis is made usually from the history and symptoms. Investigations are not routinely needed.

Treatment includes nasal sprays, antihistamines tablets and eye drops. Most hayfever medication is available over the counter and prescriptions not always needed.

Further help and support:
www.allergyuk.org

Phlebotomy

We have tried to increase our capacity to provide blood tests by shortening the length of the appointment times. Please help us to minimise delays by:

- ◆ Remembering to bring your blood test form. If you do not have your form, please ask the receptionist to print another when you check in for your appointment.
- ◆ Removing your jacket and rolling up your sleeve while waiting.



- ◆ Results - Please refer to the information provided on the form or check with reception. Thank you.

NHS Bowel Cancer Screening Programme

Did you know that Bowel Cancer is the third most common cancer in the U.K.

If you are aged between 60-74 you will automatically be sent a free kit to help detect bowel cancer early. If you are over 75 and would like to be tested please call 0800 707 6060 to request your free kit.

The sample is collected in the privacy of your own home and sent to the laboratory for testing. You may think that doing the test sounds a bit embarrassing or unpleasant but it only takes a few minutes and is an effective way to detect bowel cancer early.

If you have any difficulty understanding how to use the kit kindly book an appointment to see the practice nurse who will be happy to explain.



If you require any further information or would like to talk to your community group please contact **Davina Baptiste 020 8795 6223 davina.baptiste@nhs.net**. More information is available in the website www.cancerscreening.nhs.uk.

Flu Season Early Reminder

Look out for our Walk In Flu Clinics in Late September/Early October.

Remember its better to prevent any illness by getting the immunisation early.



Your Surgery-Your Say

We very much welcome your comments and suggestions.

Please make use of the Suggestions Box available in each waiting room .

DNA (did not attend) Rates

Please remember to cancel your appointment if you are unable to attend or no longer need it.

We are continuing to monitor our DNA rates as part of our commitment to making the best use of NHS resources.

We offer on average 940 appointments with a GP each month.

During the last 6 months, 570 GP appointments were lost due to non attendance and non cancellation. This is an average of 95 appointments per month.

A total of 10.1% of GP appointments were lost during the period.

This shows that the DNA rates have crept up by 0.5% since August 2010, however this is still an improvement on the figures from March 2010.

A total of 545 appointments were lost with other health professionals including the nurse, phlebotomist, dietician etc. This is an average of 90 appointments per month and shows a slight improvement on the figures from August 2010.

Once again a big Thank You to all patients who have remembered to cancel their appointments so that they can be offered to others.

Please continue to help us provide the best possible service and protect your NHS resources.



Extended Hours Change

Tuesdays 6:30pm to 7:30pm

From 1st August we will be open on Tuesdays for a late evening surgery until 7.30pm.

Both Dr Hayat and Dr Nizamuddin will be able to offer late appointments. This may be particularly helpful and convenient for commuters from work.

www.shaftesburymedicalcentre.co.uk

Our website is proving to be a great success, did you know that you can

- order repeat prescriptions
- cancel appointments
- get advice
- leave comments and suggestions

Just log on and see.

