



September/
October 2017

Bourn Surgery Newsletter

There will be a Clinical Governance half-day practice closure on Thursday 9th November 2017.

‘Flu Clinic

We are running our annual adult ‘flu vaccination clinic on **Saturday 23rd September**. We are keen to vaccinate as many adults as possible who are eligible for NHS ‘flu vaccination. Please contact Reception if you would like to book to come on the day. If you are unavailable on the 23rd, please contact Reception to book in with the Nurses for vaccination.

Children in Reception to Year 4 inclusive will be vaccinated at school with the nasal vaccine. Children aged 2 and 3 on 31st August 2017 are eligible for NHS nasal ‘flu vaccination, which can be booked with the Nurses.

Patient Participation Group (PPG) Event Reminder

Our inaugural PPG event is happening on **Wednesday 11th October**. This event is open for patients to come along and find out more about our PPG, and there will also be a "How to Save a Life" session around bystander response when someone collapses. If you are interested in attending please let Reception know, or email us at: CAPCCG.bournsurgeryPPG@nhs.net.

Chariots of Fire Relay Race

On Sunday 17th September Drs Redwood, Lockyer and Frame, joined by Dr Kent from Comberton, will be running again in the Chariots of Fire relay race through central Cambridge. Each of the six runners on the team completes a 1.7 mile circuit through the centre of the city. This year’s race is in aid of Alzheimer’s Research UK.

Last year we raised £292.50 through the generosity of our patients, which went to last year’s beneficiary, Arthur Rank Hospice. We would love to reach a similar target this year; sponsorship would be very gratefully received! Any contributions can be handed to Reception. Thank you for your support!

GP Patient Survey

At the end of July an NHS poll was published, based on over one million patients ranking their GP practices. Practices were ranked in seven key areas; how easy it is to get an appointment, how long people wait at the surgery, how long they get with their GP, whether the doctor listens, whether they trust their GP, whether they would recommend the surgery to a newcomer, and how they rate their overall experience.

The practices were ranked nationally, and by area (in our case, Cambridgeshire and Peterborough CCG). We are delighted that Bourn Surgery was ranked **4th** in the region (out of all practices in Cambridgeshire and Peterborough) and **135** out of 7,372 practices nationally! We feel this is testament to the hard work and dedication of our staff, for which we are hugely grateful.

Medication services and Dispensary

You may recently have seen TV advertisements, or received a postal flyer, from various companies offering the home delivery of prescribed medications. Several of these bear the NHS logo, but we wanted to make you aware that these are entirely private companies and **do not** have any NHS endorsement. Many doctors around the country, including ourselves, are concerned that the use of the NHS logo by these companies is hugely misleading. We are grateful for your continued support of our Dispensary, and it is this support that allows us to continue to offer the high level of care that we provide. We feel that our ability to run a Dispensary, in such a relatively rural part of the country, is an invaluable resource for our community.

You may be aware that our Dispensary has been short-staffed over the last few months. We are very grateful to our members of staff who are working so hard to keep the service running to our high expectations. We ask that patients continue to allow **three working days** between ordering repeat medications and collecting them.

Administration of Eye Drops

Eye drops are a very commonly used method of medication application. They can be used in many different forms to treat a wide range of illnesses. Some drops are available over the counter, while others are prescription-only. Many patients find them tricky to use, but the following can make life a little easier, and apply to most types of eye drops;

1. Wash your hands and sit or stand in front of a mirror.
2. Bend your head backwards and gently pull your lower eyelid down.
3. Hold the dropper above one eye. Squeeze one drop into the pocket formed by gently pulling down the lower eyelid. Try not to touch your eye, eyelashes, or anything else with the dropper tip in order to keep it clean.
4. Let go of the eyelid and keep the eye closed for as long as possible (2-3 minutes at least) after application of the eye drop, with your head tilted down towards the floor.
5. Press gently on the tear duct (inner corner of the eye) with one finger for a minute.
6. When two different eye drop preparations are used at the same time of day, wait for at least five minutes before putting the second drop into an eye. This stops the first drop from being diluted or washed away.

Throw out the bottle (and get a new one if required) after the recommended time, due to the risk of infection. One tip is to write the date that you opened the bottle on the label so you will know when it is time to throw it out. Never put eye drops in while wearing contact lenses, and allow 15 minutes before putting a contact lens in.

The Opticare eye drop dispenser is a device available on prescription that helps administer eye drops much more easily. It is a hand-sized dispenser with an eye piece for aiming the drop accurately. It has a large squeezable area to make it easy to administer a measured dose.

Reception

- **Mon-Fri:**
8.30am-1pm, 1.30pm-6pm
- **Appointments:** 01954 719469
- **Emergencies:** 01954 719313
- **www.bournsurgery.nhs.uk**

Dispensary

- **Mon-Fri:** 9am-1pm,
3.30pm-6pm

Out of Hours

- **01954 719313 and listen to the automated message.**