*** Leen View Surgery***

***Patient Participation Group***

***August 2018 Newsletter***

Wow, what a month of weather we have had, back to back sunshine. It makes you feel so much better.. Good for vitamin D but not good for people who have breathing problems, like asthma & copd, but our wonderful nurses have coped with this well. I believe there has also been a chest virus going around. I’ve loved it because it has saved me cutting the grass.

**Sepsis** is a word I keep hearing about so I thought I would give you a bit of info:

**Sepsis** is a life-threatening condition in which the body is fighting a severe infection that has spread via the bloodstream. If a patient becomes "septic," they will likely **have** low blood pressure leading to poor circulation and lack of blood perfusion of vital tissues and organs.

What are the early warning signs of sepsis in adults?

**These can include:**

* Feeling dizzy or faint.
* A change in mental state – such as confusion or disorientation.
* Diarrhoea.
* Nausea and vomiting.
* Slurred speech.
* Severe muscle pain.
* Severe breathlessness.
* Less urine production than normal – for example, not urinating for a day.

How do you avoid getting sepsis?

1. Treat urinary tract infections promptly. A quarter of sepsis cases resulted from urinary tract infections. ...
2. **Clean skin wounds properly**. ... Avoid infections in hospitals

We held our meeting last week and we are always given updates as to how the surgery is working. We were all taken back by the amount of people not turning up for appointments. In one month there were **263 people that did not turn up for their appointments.** This is **unacceptable** and ok, people have different reasons why they don’t turn up but they should let the surgery know. Please if you can’t use your appointment let them know, your cancelled appointment slot could be used for another patient.

There is a cancellation number which you can ring, you can leave a message on the line and the surgery will cancel your appointment. The number is 01158833390 (please do not use this to leave any other messages as they will not be dealt with)

The telephone call queue has been shortened, you now have a ten line queue. If the ten lines are busy you will get a busy sign so try later. The on-line prescription order service has really taken off. Lizzie is really pleased with this, you can send messages and she assures me she answers all of them. If you have internet facilities and require this service get in touch with the surgery and you will be given a personal code to log into repeat prescriptions.

The phlebotomy service is still working down stairs but people are complaining about the long wait for appointments there. Hope fully it will get sorted soon it’s all about funding.

We have a lovely new trainee GP that is working with us. Our surgery belongs to a scheme that helps doctors to become GPs, so be good people, we need as many GPs as we can get.

Our next meeting will be on **Thursday 8th November** we will be having a guest speaker talking about medications and prescriptions so it should be interesting. Why not come along and join us.

Before I finish this newsletter I would like to remind you about certain dates;

This year we are holding a

**LEEN VIEW** **FUNDRAISER YEAR**

**FRIDAY 28th SEPTEMBER:**

**MACMILLAN COFFEE MORNING, LOTS OF LOVELY CAKES FOR SALE**

We did really well last year so hopefully we will again.

**SUNDAY 30TH SEPTEMBER**

**Lizzie, Dr Graham and a patient are running a marathon to help Schools for Hospitals**

We will be selling raffle tickets. We do need prizes so every little helps.

**WEDNESDAY 3rd OCTOBER is**

**DROP IN FLU DAY** free tea and coffee and a charity tombola