

# Barnoldswick Medical Centre



# Spring Newsletter



Spring 2012

Issue one

## Latest News

The Patient Participation Group met for the first time on Wednesday 21<sup>st</sup> March 2012 at the Medical Centre. The group represents a cross-section of our patients.

The Doctors have recently undertaken a practice survey after consultation with the Patient Participation Group. The results of the survey were distributed to the group members and discussed at the recent meeting.

A framework to address the issues discussed was drawn up.

There were two main areas of concern highlighted:

1. Patient confidentiality/privacy in the reception area.
2. Telephone access

### Patient Confidentiality

The relative size of the reception window makes it difficult to hear confidential information from patients without being overheard from the main waiting area. It was decided to consult with an architect as to how best we may reconfigure the reception area to improve privacy.

### Telephone access

In discussion with senior reception staff and practice manager the group felt that problems could potentially occur when patients were attempting to access all areas of the practice services particularly first thing in the morning and after a weekend or bank holiday. These are the times when most patients are wanting to make an appointment. It was decided to discuss with the telephone company how we could leave appropriate messages when patients ring to advise them of the best times to ring for a particular service e.g. accessing results later in the morning after appointments had been allocated. This could be reinforced by information in the waiting areas and included in the medical centre newsletter, which is a recent initiative.

EMIS Access – booking appointments on-line will be researched by the practice and this would undoubtedly take pressure off the phone system.

**Thank you all so much for filling in our questionnaire and giving your views.**

## Bank Holiday Information



Please note the practice will be closed on the following dates:

**Friday 6<sup>th</sup> April 2012 Good Friday**

**Monday 9<sup>th</sup> April 2012 Easter Monday**

The number to call during this time for the Out-of-Hours Treatment Centre is **08452262626**

**NHS 111** is the new **non-emergency telephone service** for people who need urgent treatment for illness or injury but it is not an emergency. They will assess your condition and find the best local health service to meet your needs, whether that is a pharmacy, out-of-hours GP or emergency department.

You could also use the symptoms checker on [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) which is a handy tool and advise whether your symptoms could be helped with a visit to the local chemist rather than the Out-of-Hours Services.

**Please note you should still ring 999 in an emergency**

## DON'T FORGET!

Please **remember** to order your **prescription** early for **Bank Holidays** and leave the required **48 hours** after you have ordered the prescription before you collect, or you may have a wasted journey. Repeat prescriptions are not written on a weekend so never leave it to the last minute to order a repeat prescription.



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## Waiting for appointments

Please be assured that we make every effort to adhere to appointment times, but occasionally surgery do run late.

Your patience is much appreciated during these times.



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## Making the most of your appointment

Each appointment is only 10 minutes duration. The doctor will try to address your problems but if you have more than one problem you may be asked to make another appointment to discuss this.

Please try to be prepared and ask yourself before seeing the doctor or nurse:

- What is my propriety need that I want to get from the appointment?
- What do I need to say?
- What do I need to know?

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## Travel Appointments

Please be aware that if you are travelling abroad and think that you may need travel vaccinations then you need to contact the surgery to make an appointment with the nurse as soon as possible. Please also let the receptionist know if more than one family member is attending so they can book the appropriate appointment time slot.

The vaccinations need to be done at least 4 weeks before you travel to be effective.

Please **DO NOT** wait until the last minute to book your appointment, as we may not be able to schedule your vaccinations in time for your trip.

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## Treatment for Insect Bites/stings

In England most insect bites will only cause mild discomfort and can be treated at home. Home treatment will include:

- Gently wash the area where the sting was with soap and water. Pat the area dry – **DO NOT** rub it as this can irritate the skin further.
- A cool compress (such as cold, wet flannel) can soothe and cool the area.
- Do not scratch the bite or sting. If the insect has left any deposit in the bite or sting, scratching it can cause your to run it in, making the bite or sting worse.
- If you have itching you can get antihistamines from the chemist. The chemist will advise you to see the GP if you need antibiotics.

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## Do we have your number?

**It is very important that we have up to date contact telephone numbers for our patients. So please inform us of any changes as they occur. If you are unsure if the number we have on your record is correct, please check at reception.**



**PS: Don't forget this includes mobile numbers also.**



**Barnoldswick Medical Centre**  
**Telephone**

**0844 4773461**

**Email**

**[www.barnoldswickmedicalcentre.co.uk](http://www.barnoldswickmedicalcentre.co.uk)**