



May/June 2017

Bourn Surgery Newsletter

**Bank holiday closures: The Surgery will be closed on Monday 29th May.
The surgery will be closed from 1pm on Thursday 15th June for staff training.
Great Gransden: There will be no Gransden Clinic on Tuesday 30th May.**

Patient Participation Group (PPG)

At 7pm on Wednesday 12th July there will be a launch evening for our PPG. This event is open for patients to come along and find out more about our PPG. We are planning to include an education session entitled "How to Save a Life" around bystander response when someone collapses. If you are interested in attending please let reception know or email us at: CAPCCG.bournsurgeryPPG@nhs.net. Please also do get in contact if you would like to join our email group but don't want to attend on 12th July.

We are very grateful to those patients who have already put their names forward and been involved in the first survey email. The results of this will be emailed out shortly. Watch our website for further updates soon!

The Crisis Facing General Practice

We had a number of patients respond to our article in the last newsletter (available on our website) regarding the crisis currently facing General Practice. The entire NHS is under unprecedented strain, and we are all looking for ways to try and maximise the resources that we have. There are a number of ways that patients can help with this, from a General Practice perspective.

- Many commonly-prescribed medications are available over the counter. The local Commissioning Group is asking all patients to buy over the counter where possible, saving the cost to the NHS, and ensuring that our limited resources are used in the best possible way for all patients. For example, Paracetamol costs the NHS approximately four times the price that it costs over the counter. Other examples include moisturisers, Ibuprofen gel, haemorrhoid creams and hay fever treatment.
- At our Surgery the GPs and nurses always try to achieve as much as possible in your 10-minute appointment. However, the reality is that there is only so much that can be safely and appropriately managed in this time. We do ask that you book one appointment for one issue, as this means that we can address what you want us to in the appointment, and we are able to manage our workload more effectively.
- We, like all GP surgeries, frequently have queries from patients regarding test results or information from hospital appointments. Trying to resolve these takes up significant time and resources. The hospitals are obliged in their contracts to communicate test results or clinical information directly to you, and therefore queries should be directed straight to the relevant department.
- Please note the following information regarding the Addenbrooke's Attendance Policy.
- We would ask that all patients respect our appointment system, and ask for an urgent appointment only with a genuine urgent need; this ensures we have availability to see those who are most in need in a timely manner. Routine telephone consults are only available in the mornings; urgent telephone calls in the afternoon go to the Duty Dr.

Addenbrooke's Attendance Policy

We have been made aware by Addenbrooke's Hospital of significant information regarding their appointment attendance policy for routine out-patient clinic appointments. As many patients will be aware, appointments for out-patient clinics at Addenbrooke's are booked by our staff at the surgery, or by patients themselves. Addenbrooke's makes the assumption that the first appointment is arranged by the patient or us for a time agreed by the patient. It is then on this basis that they decide to only allow the patient one change of appointment before discharging and requiring re-referral. In practice, this results in significant disruption for patients, increase in GP workload, and prolongs the wait to hospital appointment. In light of this information, we now offer all patients the chance to book their own routine out-patient clinic appointments, or ask you to give us suitable dates to book the appointment for you. Please be aware of the above information, and the importance of ensuring that you are able to attend the appointment arranged.

On-line access and Dispensary

Appointments with GPs can be booked on-line at your convenience. In addition, repeat prescriptions can also be ordered online.

We have recently had some staffing shortages in Dispensary. The team have worked extremely hard to keep everything running smoothly. We ask that patients allow **three working days** between ordering repeat medications and collecting them.

Illness duration

The recent winter season has seen the emergence of the usual coughs, colds and viral infections, but also gave us the "Queen's Cough", a prolonged cough lasting months rather than weeks. This was also caused by a viral infection. We always recommend that you come and see a nurse or GP if you are concerned about your health, but the list below is a guide of how long common viral illnesses can last.

Sore throat: On average lasts eight days, but can last up to two weeks.

Middle ear infection (otitis media) in children: On average lasts four days.

Most children with a mild middle ear infection will not benefit from antibiotics.

Common cold: Typically 10-14 days duration.

Sinusitis: Duration normally approximately two and a half weeks.

Cough: Can last up to three weeks.

For further information on what to expect from common ailments, and tips for how to manage your symptoms, please see the Self Care Forum (selfcareforum.org).

Reception

- **Mon-Fri:**
8.30am-1pm, 1.30pm-6pm
- **Appointments:** 01954 719469
- **Emergencies:** 01954 719313

Dispensary

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

Out of Hours

- 01954 719313 and listen to the automated message.