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@AnsdellMedicalCentre

Spring Newsletter 2019

Staff News

From 1 April 2019 we are very pleased to welcome Dr Sophie Salmon back from maternity leave following the birth of her baby boy.

We are also very pleased to announce that our Practice Nurse, Natasha and our Pharmacy Technician, Jemma, have both welcomed baby boys into the Ansdell family.

Doctors in Practice

Dr Norcross – Monday, Tuesday, Thursday and Friday
Dr Meehan – Monday, Tuesday, Wednesday and Friday
Dr Palmer – Monday, Wednesday and Thursday
Dr Butler-Reid – Monday, Thursday and Friday
Dr Grant – Monday, Tuesday, Wednesday and Friday
Dr Salmon - Monday, Tuesday and Wednesday
Dr Carey – Monday, Tuesday and Thursday

Cervical Screening



Uptake for booking and attending appointments for Cervical Smears is at an all-time national low yet there are more than 3,200 women diagnosed with cervical cancer every year in the UK and 900 die annually. All women aged 25 to 49 are invited for a screening test every 3 years and those aged 50-64 are invited every 5 years.

Our Facebook posts reached an audience of 6.4K and we would like you to thank you for your assistance in spreading this important message. As a result of this we have had a positive response and an increase in uptake. We are very pleased with this result and encourage all eligible women to attend.

Please book an appointment when you receive a letter telling you that you are due.



The patients and staff of Ansdell Medical Centre have donated 392.31kgs of food since the food bank opened in Sept 2014.

This equates to at least 934 meals and has a monetary value of £686.

Thank you all so much for your support and donations over the years. If you wish to donate then please add any items to basket situated in our main entrance.

Additionally, if you or anyone you know is struggling and may need assistance from the Foodbank we can write you a voucher. Just ask a member of staff for assistance and remember you can request to discuss anything in private if you wish to.

Home Visits

If you need a doctor and are too ill to travel to the practice and feel a home visit is essential, please phone the surgery BEFORE 1030. Due to the large number of requests we receive we may offer you an appointment in Practice, a telephone call, medication or be redirected to an alternative health care provider. We limit our visits to patients who are housebound or on end of life care but each request we receive is triaged by an appropriate clinician.

Medication Reviews

If you are on regular medication you need to have a MEDICATION REVIEW with your GP at least every 12mths, even if you are being seen regularly by the hospital. If we are providing the prescriptions for your medication the GP needs to review you as part of their duty of care.

If reviews are overdue your medication may be reduced to a weekly supply until you are seen.

If you have a specific condition such as ASTHMA, COPD, and DIABETES you will also need regular reviews with the nursing team who specialises in the monitoring of these conditions.

Changes to Medication Categorisation

If you take Pregabalin or Gabapentin please be aware that these medications have now become Controlled Drugs as of the 1st April. The brand names for these medications include Lyrica, Axalid, Lecaent, Alzain and Neurontin.

This means:

Prescriptions will expire 28 days from the date of the prescription being issued

Any pharmacy owings must be collected by the expiry date

Quantities will be reduced to a maximum of 28 days

Emergency supplies and loans cannot be made from pharmacies if you run out.

However, they have also rolled out Electronic Prescribing for Controlled Drugs so if you do not have a nominated pharmacy, doing so would be beneficial as it will be a faster and safer way for the prescribing of these medications.

Order Repeat Prescriptions

You can order your prescription up to 7 days before it is due. The practice takes **48 hours** to generate your prescription and then time for the pharmacy to prepare.

You can also order your prescriptions online via Patient access. Please ask at reception for a Patient Access registration letter. You can also register for Patient Access online at www.patient.emisaccess.co.uk. You'll need to bring photo identity (e.g. your driving licence or passport). Please note we do not accept prescription requests over the telephone.

Self-Care

Please note from July 2018 the CCG (Clinical Commissioning Group) have brought out a new national self-care policy where patients are advised to visit the local pharmacy for minor conditions that can be treated with a medication that is available to buy over the counter.

Your doctor may advise you to buy some of the common over-the-counter treatments for minor conditions rather than giving you a prescription as these are often cheaper to buy than the cost of a prescription.

No appointment needs to be made at the pharmacy, you can just walk in and speak to your local pharmacist.
Alternatively, you may be able to buy your medication from a local shop or supermarket.

Private Referrals

If you are prescribed medication following the private consultation you will be expected to pay the private fee for the first prescription before it can be switched to NHS. Not all items are available on the NHS! (Depending on your personal circumstances your insurance policy may cover the fees of prescriptions.)

Dates for your diary

April - Bowel Cancer Awareness
April - Stroke (Act F.A.S.T) campaign
7th April - World Health Day
May - National Walking Month
8-14th May - Sun Awareness Week

Improved Online Access

Register for online services! This allows you to book and cancel appointments, order repeat medication, answer questionnaires and view your coded records and medical summary. From July 1st 25% of appointments offered at the surgery will be available to be booked online, this includes, GP's, Nurse Practitioners and Health Care Assistants.

Patient Participation Group

We are appealing for new members to join our Patient Participation Group. We welcome patients from all walks of life to help represent the patient population and to work with us and our Primary Care

Network in developing services in our locality. If you are unable to attend meetings you have the option to contribute via our virtual PPG forum.

Please remember that we do not accept complaints via the PPG as any concerns must be submitted via the correct process.

Please contact the surgery if you are interested in joining us to make a difference.

The Patient Participation Group is open to registered patients of Ansdell Medical Centre and all are welcome to attend.

We are very proud to announce that the group received a high commendation this year at the Fylde Coast PPG Awards. They have so many plans to help our patient population and would love help from new members.

Training Dates and Practice closures

The Medical Centre will be closed:

Wednesday 1st May (closing at 1000)

Monday 6 May (Bank holiday)

27 May (Bank holiday)

Wednesday 26th June (closing at 1200)

Our training days enable us to continue to develop and update our services to you.

Extended Access

Extended access is a service that offers appointments with a healthcare professional on an evening or at the weekend. Further information can be found on the last page of this newsletter. Please ask a member of our reception team to book you in.

Unattended Appointments

If you cannot attend the Practice for your appointment, please cancel it. We receive complaints every day from patients struggling to see members of our team and you can help by letting us know if you can't make it for yours so that we can offer it to others in need.

- September – 74
- October – 96
- November – 94
- December - 66
- January – 82
- February– 70
- March – 96

Total: 578 appointments not attended

To cancel appointments please call us on 01253 957300 or via the MyGP app, Patient Access or by text.

Travel

A questionnaire must be completed before booking an appointment. You will be advised if there is a charge for the service and payment should be made in cash or by card. Please complete the forms at least 4 weeks before your travel date. If you are travelling within 6 weeks and have not made an appointment you may be advised that it is too late to see the practice nurse – you will be given the details of a travel clinic where you will be able to receive the vaccinations. Our Practice Nurses are always booked up in advance so please bear this in mind when booking your holiday.

Blood Test

Due to patients requesting unnecessary blood tests and the cost involved for the NHS you will only be able to book an appointment for a blood test once a GP has authorised this, if you are on certain medication or have certain medical conditions that requires monitoring. We will send you a letter inviting you to book an appointment when due.

Zero Tolerance

We are seeing an increase in behaviour towards our staff members that is not acceptable. As a Practice we will not tolerate abuse in any form and we will take steps to remove patients who are abusive. Please treat the staff with the same respect as they show you. It is sad to say that we also have to apply this policy to any social media posts and abusive comments posted online.

Payments for non-NHS work

Please note that we are phasing out cheque payments for non-NHS work i.e. reports, letters etc. and will no longer accept this method of payment from 1st September. You can pay by cash, debit/credit card and bank transfer.

Please be aware that our GPs must prioritise NHS work before private work and therefore please ask our administration staff for approximate turnaround times for private requests.



**We're open longer
so you can get
the help you need
more easily.**

Appointments with a GP, nurse or other healthcare professional are now available in the evenings and weekends, either at this local practice or another nearby NHS service.

**HELP US
HELP YOU**
WHEN YOU NEED IT

From 6.30pm Monday to Friday and 8am to 8pm weekends

- Whitegate Health Centre, Whitegate Drive, Blackpool
- Fleetwood Health and Wellbeing Centre, Dock Street
- Freckleton Health Centre, Douglas Drive

Saturdays 8am to 2pm

- Garstang Medical Practice, Kepple Lane

Speak to your GP practice or call 01253 952950 after 6.30pm or at weekends

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Lucy Goodeve-Docker, GP