

Practice Newsletter – June 2010

Latest news from the Team

Chrissie (Practice Nurse) gave birth to a beautiful baby boy at the end of May and we wish them all well. Dr Marty McKendry is now on planned leave until the beginning of September and is replaced at both sites by Dr Sam Ward during this time.

Appointment system

We would like to remind you that based on availability we have

- 1 week book ahead appointments
- 48 hour book ahead appointments
- Same day appointments
- Internet appointments (start & end of day)

Any messages left via reception for a doctor to telephone you back will be dealt with within 48 hours. We are constantly reviewing our appointments system to accommodate the high demand. Our telephone lines open at 8am and we have a receptionist answering each incoming line. We know it is frustrating trying to get through at peak times until your call is answered in turn, but we would like to remind you to respect our staff as they deal with your enquiry.

Patient Forum

In April, a number of patient met with Sarah Casemore, Practice Manager and Dr Norris to discuss areas of concern and suggestions for how we could improve the service provided by the Practice. A number of these suggestions have already been implemented i.e. a clock in the waiting room at Fairlands, a review of the appointment system ahead of the next peak season, promotion of one problem to be discussed with the doctor per 10 minute appointment to ensure surgeries run to time, put an alert on patient notes if a known carer to allow flexibility with appointments and finally to put an alert on patient notes if they have an unusual allergy. These meeting notes are available on the practice website. We do not have any

vacancies on this group currently, but if you have any feedback please do not hesitate to contact Sarah Casemore.

Cardiac Arrests

Dr's, Nurses, and Reception staff at Fairlands Medical Centre & Glaziers Lane have received life saving resuscitation training, and the grateful benefactor's of two public defibrillators. Provided by South East Coast Ambulance (SECamb). The defibrillators are located at both of the surgeries and in an event can be collected locally by anyone during surgery opening hours.

Life threatening conditions are time critical and the importance of early intervention is absolutely paramount if the chances of survival for people who are in cardiac arrest are to be improved.

Sudden death from cardiac arrest is the single leading cause of death worldwide. The first few minutes following a collapse are vital and early Cardio Pulmonary Resuscitation (CPR) and defibrillation can greatly improve a patient's chance of survival. With each precious minute that passes, survival rates decline by 10%. SECamb has pioneered schemes to train volunteers in life saving resuscitation including the use of an automatic defibrillator. SECamb's aim is to have either a Public Assess Defibrillators (PAD) site or a Community First Responders (CFR) in every community. Placing these two machines in your local surgery is a wonderful start.

SECamb recognise that because of the rural make up of Surrey, Sussex & Kent, they have particular difficulty in reaching within those life critical early minutes following cardiac arrest, a heart attack, patients who are unconscious or suffering

any other form of life threatening illness or injury. Even if SECAMB significantly increased the ambulance resources, they would still not be able to deliver the speed of response necessary to get to some patients with life threatening conditions.

This is where the role of the community responder is vital. Volunteer responders receive training in basic life support and use of an automatic defibrillator (machine to shock the heart) by St. John Ambulance on behalf of the SECAMB. The 999 Emergency Dispatch Centre (EDC) is then able to send a community responder to life threatening calls within their local community, to provide the care and comfort necessary whilst the ambulance is on its way. Community responders are not a substitute for the ambulance crews, but are an added bonus for any patient they may attend. The South East Coast area have already benefited from the intervention of community responders. The aim within SECAMB is to provide the appropriate care to life threatening emergency calls within 8 minutes.

The Community responders are taught how to administer emergency first aid to a number of potentially life threatening conditions. It is well documented that the severity of conditions such as choking, uncontrolled bleeding, breathing difficulties and cardiac arrest all benefit from correct and early intervention. Volunteers attend a training course, covering all aspects of emergency first aid and basic life support, including the correct use of a defibrillator.

If you would like to know more or if you feel you can help in raising the profile of this great work and raise funds for the local CFR's please contact 0771 7720046.

Pill prescriptions

Please note that contraceptive pills are **not** available on a repeat prescription basis. Before your next pack is due, you will need to book an appointment with Kristyn or Carol, the Practice Nurses or a doctor. This check will need to be repeated every 6 months before obtaining your next prescription.

Prescription requests

You are able to request repeat prescriptions in several ways:

- By letter (enclosing a SAE if unable to collect from nominated pharmacy or the Practice)
- By fax to 01483 598767
- By completing a request form from reception
- Via the internet if you have been issued with a password (see above)

Please note that we are **not** able to accept telephone requests for repeat prescriptions.

Urine tests

If bringing a sample to the surgery for testing, please ensure that it is accompanied with a request slip detailing why the test is required and who has requested it. The receptionists are often handed samples which are unlabelled and the nurses will not test them if a request slip is not enclosed.

Tics

We have seen an increase in the number of patients who are coming into the surgery with tics attached to their skin. We have purchased a number of tic remover instruments for both surgeries as it is important that they are removed in the correct way and not squashed or simply pulled off! You are at most risk of tics when walking through woods, long grass, undergrowth, moors & heaths. If the tic is left in place, you are at risk of developing Lyme Disease between 2-30 days after being bitten.

Private services at Fairlands

We continue to offer a range of independent practitioners who work out of the surgery. Please ask at reception on details of how to book an appointment with them.

- Alex Nash (chartered physiotherapist)
- Donna Varns (osteopath)
- David Weiss (acupuncturist)
- Deborah Rockell (chiropracist/podiatrist)
- Imogen Woods & Lesley Hepburn (Counsellors)