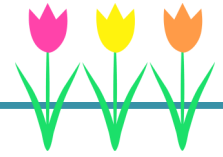
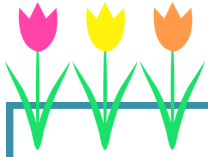


Dr Johnston & Partners Patient Newsletter Spring 2018



Hello and welcome to our Spring newsletter.

We hope all of our patients had an enjoyable festive period. It's nice to welcome the warmer weather and brighter days. We hope this newsletter is full of useful information to help you have an enjoyable spring time.

PATIENT WAITING AREA

We have new digital patient information TV screens which display up to date health promotion and surgery information as well as act as the new patient appointment calling system.

The TV screens are connected to each GP room. When the GP is ready to see their next patient, the patient name will appear on the screen and show the appropriate GP consulting room, name and room number to go to. The old LED screens above the reception windows are no longer in use and have been disconnected.

There are two TV screens in the waiting area, one screen will call patients for Dr Murray and Partners (*to the left nearest the windows*) and the other screen will call patients for Dr Johnston & Partners (*to the right, nearest the doors*).

The TV screens are not linked and will **only** display appointment information for the separate practices which is why it is important look out for your name on the correct screen so you don't miss your name being called.



We have reconfigured the waiting area seating to create a more defined space for each practices patients and have installed sound deflecting screens in front of the reception windows to maintain patients privacy and confidentiality.

We hope all patients and visitors to the Health centre feel this has been a positive change and would love to hear your feedback about our new waiting area so please tell us what you think. We are monitoring the reconfiguration closely to ensure it works well for everyone.

Have you changed address or mobile number?

Please inform our receptionists if you have recently moved house or changed your contact details. It's extremely important that we have the correct contact information on your medical records.



Bank Holiday Opening Times

Monday 7th May	CLOSED
Tuesday 8th May	Open As Normal
Monday 28th May	CLOSED
Tuesday 29th May	Open As Normal



Text Messaging Service

The practice has recently introduced a text messaging service for patients. If you would like to be included in this service, please ensure we have an up to date mobile number. The service will have many different features including annual disease management appointment reminders, the ability for parents to book appointments and order medication for their children and much more.



Medical Students & GP Trainees.

From April we will have a Foundation Year 2 GP working in the practice for 4 months. Dr Lim will be in surgery 4 days per week and will have her own appointments available for patients to book .

Year 4 medical students are currently in the practice alternate Tuesday's. They will spend time sitting in with the Nurses and Health Care Assistant and will see patients alongside the GPs. If you do not wish for the students to be present during your appointment, please inform one of the receptionists.

March was Ovarian Cancer Awareness month...

If you experience any of the following symptoms, make an appointment with the GP.

- ◆ Bloated Tummy
- ◆ Needing to wee more
- ◆ Always feeling full
- ◆ Tummy Pain



When a woman is diagnosed at the earliest stage, her chance of surviving ovarian cancer for five years or more doubles from just 46% to 90%

**sorry We're
CLOSED**

The practice will be closed for staff & GP Training on the following dates. We close at 1.00pm and reopen at 8.00am the following day.

Wednesday 16th May

Thursday 14th June

Wednesday 11th July

If you need to see a GP urgently when the surgery is closed, please call NHS 111

One Problem per Consultation

Please help the GP by discussing one problem at a time during your 10 minute consultation. If you attend with more than one issue then the doctor may be more likely to rush and too many problems can distract them. They need time to focus to detect serious diseases and illnesses early, things could be missed if they do not have time to focus on one problem at a time.



The GP needs time to write up thorough and accurate notes in your medical records so 10 minutes isn't a long time to cover multiple issues.

If you feel you need a longer appointment to discuss more than 1 issue, please mention this to our receptionist at the time of booking so she can book a double appointment for you.

Vitamin D

Vitamin D is vital for the development of healthy bones and teeth, a strong immune system and the maintenance or normal muscle function. Recently, studies have also linked the 'sunshine vitamin' to the prevention of colds and flu.

Vitamin D is made in your skin when you are exposed to sunlight. It then travels in the blood stream to the liver and kidneys where it goes through various processes before it can be converted into a form of vitamin D that the body can use. Only 10% of the vitamin D we need comes from our diet and the rest comes from sun exposure.

Around 10 million people in the UK are Vitamin D deficient. Shockingly, the majority of those suffering are completely unaware that this is the root of their poor health.

As well as vitamins, diet and supplements, the best way to get Vitamin D is to increase your sun exposure safely. Ensure you wear sunscreen and don't burn or overexpose your skin to harmful rays.



Follow up care following hospital procedures.

If you have an operation or procedure carried out by the hospital, it is their responsibility to arrange follow up treatment for you. This includes, wound checks, removal of sutures and dressings. Even if your procedure was carried out by a hospital out of town, they must arrange for you to receive any aftercare or follow up.

The practice is not obliged to see patients and take over your treatment when it has been carried out in secondary care. Unfortunately we do not have the time or resources to do this.

Routine Weekend appointments

Do you find it difficult to attend the surgery during the week due to work or family commitments? If so, did you know you can be seen by a GP or Health Care Assistant on a Saturday or Sunday?

Cumbria Health On Call (CHOC) provide a routine appointment service to all patients. Sessions are held at FGH and WGH in Kendal and appointments can be booked in advance via the GP receptionist.

Please note, the GP you will see during the appointment will not be your regular GP from the practice

Prescriptions.... Did you know?

- It takes 3 working days to process prescriptions— when the request is received it needs to be checked and processed by the prescriptions clerk who then passes it to the GP to process or sign.
- Repeat prescriptions can be ordered online—If you haven't already registered for online access, visit patient.access.co.uk for further information.
- Prescriptions can also be ordered by posting in your request or submitted with your local pharmacy who may order on your behalf if you are registered with them to use this service.
- Patients should have a medication review every 12 months— It is important to tell us about any over the counter medications you use.
- Routine repeat prescriptions can be sent electronically to a pharmacy of your choice anywhere in the UK

Your local Pharmacy

Your local pharmacist can provide general healthcare and medication advice. They offer a wide range of services including smoking cessation advice, weight management advice and sexual health information.

They offer a minor ailments service where many minor problems such as hayfever, coughs and cold, headaches and conjunctivitis can be treated with medication you can buy over the counter without the need for a GP appointment.

Travelling abroad?

Did you know that you may need vaccinations when travelling to certain countries abroad?

Our Practice nurses offer appointments to discuss any vaccinations and medication you may need when travelling as well as offer advice. You can download a copy of our Travel questionnaire from the surgery website www.drjohnstonandpartners.co.uk or ask a member of our reception team for a copy.

Once you have completed this and handed it back to reception, an appointment will be booked for you with the Practice nurse.

Debbie or Janette will review your form before your appointment and check which, if any, vaccinations you may need. There may be a charge for some vaccines but this will be discussed with you first. Please ensure you book your appointment at least 6 weeks before you travel.



If you need to see a doctor urgently when the surgery is close, please dial 111. If you feel your condition is life threatening, dial 999



Thank you for taking the time to read our newsletter. We welcome any comments or suggestions you may have about the practice and the services that we provide and would love to get your feedback about the care you receive. There are feedback forms located on the reception desk for your comments.