

# SAXMUNDHAM HEALTH NEWS

The Surgery, Lambsale Meadow, Saxmundham, IP17 1DY

## *Issue Number 41 Summer 06*

### Website



Thanks to Hollie, our IT Manager, we now have our own web-site up and running which you can access on [www.saxquax.co.uk](http://www.saxquax.co.uk). The website has all the information that is on our Practice Leaflet and much more including interesting information about the town of Saxmundham. Job vacancies will also be advertised via the web as well as the usual method. We would appreciate any feedback and /or suggestions for items that you would like to see displayed on it.

### Missed Appointments

We recently conducted a search to find out the number of missed appointments and were astonished to discover that between 1<sup>st</sup> December 05 and 31<sup>st</sup> May 06 385 appointments were not kept. This equates to approximately 64 hours of Surgery time wasted when appointments could have been filled by other patients. Please, if you find you are unable to keep your appointment let us know as soon as you can so that the appointment can then be re-allocated.

### Useful information

Please may we ask you to note the following useful information regarding:

#### **Dispensary Hours**

8.30am – 12.30pm and 2.00pm – 6.30pm

**Telephone Enquires** on 01728 602648

9.30am – 10.30 am and 4.30pm – 5.30pm

#### **Reception**

Results of tests can be obtained from Reception after 2.00 pm daily.

### OUTPATIENT APPOINTMENTS

Ipswich Hospital has recently introduced changes to **non-emergency patient transport services**. In some cases it will be necessary to book transport through the Call Centre via the Central Booking Team at Ipswich Hospital. Services which are appropriate for booking through the **Call Centre** are as follows:

**Breast** (not breast screening), **Chest** (not lung function tests), **Cardiology** (not testing), **Colorectal, Urology** (not Urology Investigation Suite), **T&O, Neurology** (not testing), **Gastro, Vascular, Nephrology, General Medicine, Lipid, General Surgery, Eye Diabetic Centre, Hayward Unit, Elderly, Pain Management, Dermatology & Plastics, Diabetic Foot Clinic, ENT, Oral, Rheumatology**. Retinal Screening service, which has recently been introduced across East Suffolk, does not attract any funding for patient transport. **The telephone number for the Call Centre is 08458 400 200**. Other transport requests may be booked through Reception as previously, the only difference being that patients complete and sign the request form if possible.

We have been advised that bookings should be done with a maximum of **TWO WEEKS** prior to the appointment. Urgent next day bookings will be accepted before 12 o'clock the previous day.

### PEOPLE – phew what a pace of change...!

We have a few changes within the surgery. Brenda Burtenshaw our job share Practice Manager and Senior Receptionist retires on 1<sup>st</sup> September after being with us for more than a decade. We will miss her and wish her all the best for the future. Jayne Coulson the Dispensary Manager will be taking over the two days Practice Manager job share. Shirley Scopes has been promoted to job share Dispensary Manager to work along side Jayne. Katrina Mann has been promoted to Team Leader to help with the running of the dispensary. We have employed Kelly Hunt as our new Dispenser. Georgina Lee will be returning on a permanent basis and is taking over Brenda's shifts on reception. Wendy Cooper has also been promoted to Senior Receptionist. We also have a new housekeeper Maureen Barnaby who has just joined us.

## 'Flu Campaign 2006

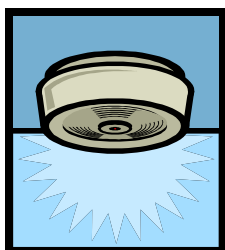
The 'flu season is nearly upon us again so as a practice we are starting to think about vaccination clinics. Due to a national delay in the production of vaccines our 'flu campaign will commence towards the end of October which is slightly later than normal.

This year we have decided to run a weekend clinic for 'flu's. This will run on Saturday 4<sup>th</sup> November 2006 from 9.00am – 1.00pm. This will be a drop in session with no appointment necessary. If you are unable to attend on the 4<sup>th</sup> of November, there will also be further sessions later on in November and December within normal surgery hours. Further details of these will be advertised in the surgery nearer the time.

If you are over the age of 65 or suffer from Asthma, Diabetes, Heart failure, Chronic renal failure, Nephrotic syndrome, Ischaemic heart disease or angina (or have had a heart attack), COPD, Chronic Bronchitis, Emphysema, Cystic Fibrosis, Bronchiectasis, have had a kidney transplant, have had a stroke, have had your spleen removed, are on long term steroid treatment, have HIV, are undergoing radiotherapy or chemotherapy, are on immunosuppressants, if you live in a long stay residential home (not including prisons or university), or if you are the main carer for an elderly or disabled person who's welfare may be at risk if you fall ill then please come along for your free flu jab. If you are unsure whether you are eligible, please telephone the surgery on 01728 602022.

## LOCAL FIRE SERVICE

**Request for FREE advice on fire safety and the FREE fitting of fire alarms is available on 01473 588888**



## Returned Medication

Below is a list of medication that was returned to the surgery un-opened and un-used

<u>DRUG</u>	<u>QUANTITY</u>	<u>PRICE</u>	<u>Total Cost</u>
Beclazone Inhaler 250mcg	8	£6.96	£55.68
Serevent Inhaler	7	£26.92	£188.44
Spireva Pack	3	£37.62	£112.86
Spireva Refill	2	£34.40	£68.80
Seretide Inhaler 125	2	£36.65	£73.30
<b>TOTAL</b>			<b><u>£499.08</u></b>

This medication can no longer be sent abroad and has to be destroyed

So this **cost the NHS £499.08**

This could have been used towards some other treatment.

**Please only order the items you really need.**

## Medication reviews

The Doctor likes to review your medication on a regular basis. The reason for this is to check that the medication is working correctly, and that it is the appropriate treatment for your condition, to establish if you have any possible side effects and to make sure that you are still happy taking them.

- In your records the Doctor records a medication date.
- When this becomes overdue, we issue a months' worth of medication and add a note to your prescription to let you know that the doctor would like to see you.
- If you re-order your next months medication and have not seen the doctor we will cut your medication down to two weeks worth which should give you sufficient time to make a convenient appointment.
- If after the two weeks you have still not managed to see the doctor we will only be able to give you just one more weeks medication

Please can you keep an eye on the medication review date on your prescription.