

WHITNASH MEDICAL CENTRE NEWSLETTER—AUTUMN 2011



**Accident &
Emergency**



DID YOU KNOW THAT YOUR GP SURGERY IS CHARGED EVERY TIME YOU ATTEND A&E?

Most GP surgeries are now responsible for keeping within budgets and one area that they can make cost savings to the NHS is how patients access medical services when their GP surgery is closed. Every time you attend the Accident and Emergency Department at the hospital your GP surgery will be charged for this - even if you don't wait to be seen we still get charged!

DO YOU KNOW WHEN IT IS APPROPRIATE TO ACCESS A&E?

Only if you have had an accident in the last few hours or if it's a medical emergency. Any service that operates overnight and at weekends including Accident and Emergency is for **emergency problems only** – they are not set up to see conditions that can wait until a GP is available.

DO YOU KNOW HOW YOU CAN SEE A GP WHEN YOUR SURGERY IS CLOSED?

If you don't feel your medical problem can wait until the surgery re-opens then you should access the GP Out of Hours Service. This is easy: simply **ring the usual GP surgery number** -just like you would if you needed to make an appointment to see your own GP. The usual surgery will have an answerphone message giving you all the contact details you need. The number you need is also be on our surgery's website. Once you have telephoned the out of hours service, they will decide on the best course of action. If you need to be seen by a GP you will be given an appointment to see a doctor at the out of hours centre. The GP Out of Hours service is based at Warwick Hospital and is in the same building as the A&E department so ensure you pay attention to the signs. When you go in the entrance to the A&E block you need to, turn LEFT and go to the Out of Hours service. Please do not just turn up without an appointment as it strictly for booked appointments only, not a walk in service.



LEFT FOR GP OUT OF HOURS

WHAT YOUR GP SURGERY WILL DO WITH THE MONEY THEY SAVE?

It will be used to put back into the NHS providing services in your GP surgery that YOU want and need!

Dr Bailey



Welcome to Dr Bailey who is our new GP registrar and will be with us until end of January 2012 (We said farewell to Dr McGuigan at the start of October as he has now completed his GP training)

Patient Reference Group

We have been recruiting patients to join our Patient Reference Group. We had our first meeting in October and we were delighted with how many patients attended and the contributions they made.

If you are interested in this or joining our virtual group (which means we will email you every now and again with information or for your views) please email michelle.hart@whitnashmc.nhs.uk or telephone us or inform the GP or nurse when you next see them.

Please note this is not a forum to address single issues or complaints but for patients who are interested in influencing and making decisions about the range and quality of services provided or commissioned by the practice for its patients.



We managed to raise £322 for Myton Hospice during our two Saturday morning flu clinics in October. A massive thanks to our patients for their generosity and for supporting such a worthwhile cause. Thanks also to Tesco (Parade store) for donating cakes and to our young volunteers Tara Hart, Sian McCabrey and Anna Telford for running the cake stall. If you fancy helping out at similar events in the future then please let our Practice Manager know.



A new website is available to help patients make choices about their healthcare at: www.nhs.uk

THE GP PATIENT SURVEY

Results for the patient survey sent randomly to some of our patients is available at:

<http://results.gp-patient.co.uk/report/main.aspx>

Commuter' Clinics & Telephone Consultations

Just to remind you that we can offer appointments outside our normal working hours on Thursday evenings and alternate Saturday mornings. These are specifically for patients who find it difficult to attend appointments during our normal working hours due to commitments such as work, travel, carer or childcare arrangements. These are not emergency appointments but need to be booked in advance with our reception staff. GPs are also available daily to speak to patients on the telephone daily if you are finding it difficult to come in.

Immunisations for Students



If you have not received the full course of your MMR or Men C immunisations and you are attending further education such as sixth form, college or university then it is recommended that you contact your surgery to make sure you are fully up to date with these immunisations. Contact the surgery to find out your immunisation status.

QUALITY & OUTCOME FRAMEWORK

The Quality and Outcomes Framework (QOF) is a voluntary annual reward and incentive programme for all GP surgeries in England, detailing practice achievement results in both clinical and non clinical areas. For more information to see how this practice and other practices have performed visit <http://www.qof.ic.nhs.uk>

DID YOU KNOW ...

That our phone lines and doors open to patients routinely all day from 8.30am to 6pm Monday to Friday.

We do not have an automated phone line – you will always speak directly to a member of our reception team.

Suggestions, Ideas or Questions?



If you have any ideas or suggestions please let us know, we have suggestions boxes all around the surgery.

Even if you don't have time to attend the Patient Reference Group Meetings you might still like to know why we run things the way we do? Maybe you have a question that you have always wanted an answer to?

It may be a single issue that affects you that isn't appropriate to discuss at the Patient Reference Group meetings or we might find out that it is something we can bring to our meetings to discuss because it affects a lot of our patients. Either way, if it bothers you we want to know about!

We have found from just one Patient Reference Group meeting that there are things we can do to make your life easier!

So please fill in a suggestion slip or contact the surgery and ask to speak to the Practice Manager or email her at

michelle.hart@whitnashmc.co.uk