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THE LATEST NEWS ON APPOINTMENT AVAILABILITY!



SEEING YOUR USUAL GP

We have found the majority of patients like the continuity that arises from seeing the same doctor and the doctors prefer knowing their patients better as well. However, we appreciate the system is not perfect. The doctors have holidays and some choose to work part-time.



We try to ensure that each doctor's list size is proportionate to the amount of time that they work. We hope to develop a system where minor, short term problems are dealt with by the Nurse Practitioner or ECP so the GPs see the patients they need to see i.e those with ongoing complex medical conditions, however this will take time.

THE RESULTS!!

During April the GPs audited their appointments to see if any of them could have been dealt with by another clinician within the practice, by another organisation or by the patient themselves.

The results show that out of a total **942** appointments **42% could have been dealt with by someone other than the GP.**



WE NEED YOUR HELP

Certain conditions can be treated at home (maybe after seeing the pharmacist for advice), some can be dealt with by a Nurse Practitioner and other matters do not need to be seen for at all.



Of the **942** appointments **25** were requests for sick notes. Most of the time you do not need to see a GP for a sick note if it is for something ongoing. Please ask at reception and they will pass the message on to the GP for you to collect your sick note a couple of days later. Another **53** appointments could have been dealt with by someone else within the practice. If the receptionists ask you a few questions about your condition it is **not because they are being nosy**. It is because they are trying to determine the most appropriate person to see you.



SEE PAGE 2 FOR THE SHOCKING TRUTH ON HOURS LOST THROUGH MISSED APPOINTMENTS!

OUR AIM IS TO ENSURE THAT THE RIGHT PATIENTS ARE SEEN BY THE RIGHT CLINICIANS



The GPs should see patients with ongoing and complex conditions that require more expertise. The Nurse Practitioners should see patients with acute minor conditions such as tonsillitis and chest infections.



Missed appointments reduce access as many that miss appointments then re-book so effectively have two instead of one appointment. In turn this makes getting an appointment harder for other patients.

We have tried to help patients remember their appointments by sending text reminders the day before. Unfortunately this has not reduced the number of missed appointments. We are now writing to patients who miss three or more appointments in a 12 month period and if they continue to miss appointments we may have no option but to remove them as patients. Although this may seem harsh we need patients to understand the importance of keeping appointments and sadly some do not accept this.

Sadly we still have patients who do not attend their appointments. Here are The Bridges Medical Practice's figures on hours lost through missed appointments

MONTH	HOURS LOST
March	71
April	60
May	80
June	35
July	21

10 MINUTE APPOINTMENTS!

Appointments are normally 10 minutes. Surgeries run at full capacity. This means that that longer consultations impact on patients waiting and cause delays. Some consultations take longer e.g minor surgery. The receptionist may ask you the nature of your appointment to ensure the correct duration is booked for you.

BE SELF CARE AWARE

You can find guidance on how to self care on the following websites:

www.selfcareforum.org	Provides information on how to take care of yourself.
www.patient.co.uk	Provides tips to explore different self-care options.
www.nhs.uk/symptomchecker	Questions to check your symptoms and to receive advice.
www.nhs.uk/livewell/pharmacy/pages/yourmedicinecabinet.aspx	Information on what medicine to keep at home.



Nationally 14 million appointments are missed each year costing the NHS £300m.

Possible alternatives to booking a GP appointment



BABIES, CHILDREN AND PARENTING - You can go straight to your named Health Visitor for advice and guidance on issues such as:

- Growth and development of your baby/child
- Childhood conditions, allergies and infections
- Breastfeeding, bottle feeding and weaning
- Teething
- Post natal depression and parental mental and physical health
- Child Behaviour Issues e.g. eating, sleeping, tantrums
- Support with parenting, family health and relationships

MINOR AILMENTS AND CONDITIONS

You can get rapid advice and treatment from your local pharmacy. The pharmacist may be able to prescribe medicine for these conditions (normal charges and exemptions apply).

- Ear-ache
- Teething and nappy rash
- Threadworms
- Hay-fever

- Cold sores and mouth ulcers
- Athlete's foot
- Diarrhoea
- Skin rashes, impetigo
- Eye infections
- Coughs, colds, sore throats, blocked nose.
- Thrush and uncomplicated urinary tract infections.

Just drop in to your local pharmacy and ask to see the pharmacist. If you have difficulty finding a pharmacy, you can use the NHS choices website, www.nhs.uk, or dial 111.



MINOR INJURIES UNIT - WEYMOUTH COMMUNITY HOSPITAL

Minor injury units (MIUs) are able to help if you suffer:

- Minor scalds and burns
- Broken bone (fracture)
- Cuts, grazes and wounds
- Foreign bodies e.g splinters
- Minor head injuries from a low fall
- muscle or joint injury, sprain or strain
- Skin complaint - insect/ animal/ human bite or sting
- Localised allergic reactions and infections
- Minor eye injuries and infections e.g wounds
- Emergency contraception is also available



SEXUAL HEALTH ADVICE & TREATMENTS - GUM Clinic, Weymouth Community Hospital

You can get help if you have concerns or:

- Need contraceptive advice and implants
- Need tests for sexually-transmitted diseases
- Have symptoms such as vaginal discharge



www.nhs.uk

PLEASE READ ON.....

MENTAL HEALTH CONCERNS ? DID YOU KNOW YOU CAN SELF REFER TO THE STEPS TO WELLBEING SERVICE?

The service is for over 18s. You can self refer yourself to the local specialist NHS anxiety and depression service if you are struggling with

- Panic attacks
- Depression, low mood
- Anxiety, excessive worry
- Social anxiety/shyness
- Phobias
- Agoraphobia
- Health anxiety
- Bulimia
- Obsessive Compulsive Disorder
- Post Traumatic Stress Disorder

You can contact the service on
01305 761501 - 09:00-17:00 -
Monday to Friday.

www.s2w@dhuft.nhs.uk

IF YOU ARE NOT SURE..... FOR ADVICE ON HEALTH
CONDITIONS AND THE AVAILABILITY OF LOCAL SERVICES,
YOU CAN DIAL NHS 111 AT ANY TIME DAY OR NIGHT!



COMMUNITY NURSING SUPPORT - If you are a housebound patient on the District Nurse caseload, you can get direct help with:

- Wound care
- End of life care
- Continence Assessment
- Equipment assessment
- Care at home after hospital discharge

LIFE THREATENING CONDITIONS!! - ALWAYS DIAL 999 FOR LIFE THREATENING CONDITIONS SUCH AS

- Severe chest pain
- Severe difficulty breathing
- Unconsciousness
- Severe loss of blood
- Choking
- Suspected stroke
- Fitting or concussion
- Drowning
- Severe burns or scalds
- Severe allergic reactions



CHOOSE WELL..... LIVE WELL

HOW CAN YOU HELP US.....

- Choose well by choosing the most appropriate service for your condition instead of automatically making a GP appointment.
- If you think you need an appointment at the surgery, consider if a Nurse Practitioner can help instead of a GP.
- Help the receptionist to triage you appropriately by providing a rough idea of what is wrong with you.
- Do not make appointments for ongoing sick notes and medication.
- Remember appointments are 10 minutes.
- If you cannot make your booked appointment please let us know in good time.



THANK YOU