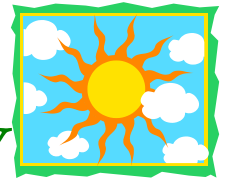


# GREENSAND SURGERY



## NEWSLETTER – JULY 2010



### EXTENDED HOURS

The practice will be offering extended hours from Monday 6<sup>th</sup> September 2010

We will be opening from 6.30pm – 8.00pm on a Monday and Thursday evenings on a rota basis.

Appointments will be for routine doctor appointments only and will be pre-bookable 4 weeks in advance. These clinics will not be available to deal with any emergencies. Those will still be handled by Care UK, our out of hours provider.

During extended hours the surgery will not be open for enquiries or prescriptions. The appointments telephone line will remain open if patients need to cancel their appointment.

The electric doors will be closed at 6.00pm, as usual but an intercom system will be in place for those patients with a later appointment.



### INTERNET APPOINTMENT BOOKING

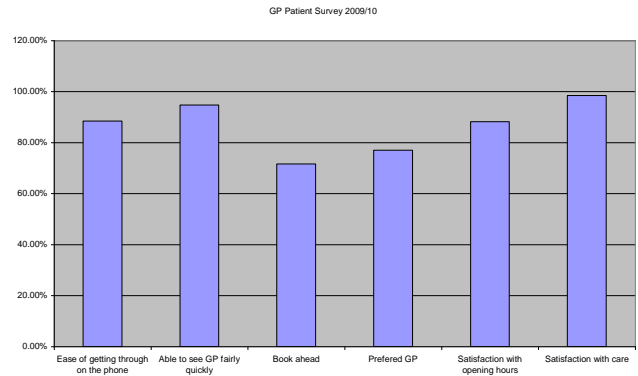
To improve access we will be offering internet booking for pre-bookable appointments in our new extended hours. **If you wish to use the online appointment booking, please ring 01525 631390 or ask the receptionist for your username and password.** A link will be put on our existing website

[www.greensandsurgery.co.uk](http://www.greensandsurgery.co.uk).

Only the appointments for the extended surgery with GPs will be offered at this present time but we will hopefully expand this in the future.

### GP SURVEY 2009/10

Thank you to those patients who completed the GP survey. Also a big thank you and well done to the staff.



The practice's highest performing areas compared with the PCT and National average are:

- 95% of patients said they were able to see the doctor fairly quickly- same day or within 48 hours. (PCT 82%, National 80%)
- 53% of patients found it easy to get test results on the phone (PCT 37%, National 35%)
- 83% of patients found it easy to get through on the phone. (PCT 69%, National 68%)

We would like your suggestions/comments on improving the areas where we are below the PCT average. These are being: able to book an appointment in advance (71% practice, PCT 74%) and ease of speaking to a GP on the phone (Practice 20%, PCT 27%)

If you have ideas which may help in these areas, please fill in a suggestion form in the waiting room or speak to Dawn Moore, Practice Manager.

The full results are available <http://results.gp-patient.co.uk/report/main.aspx>

**DID YOU KNOW?"**

**BOOK IN ADVANCE** - You can pre-book appointments a month in advance.

**SPEAKING TO PRACTITIONER OVER THE PHONE** - If you are not sure that you need an appointment our GPs and Nurses are happy to discuss the matter over the phone. Please leave a message with the receptionist on the enquiry telephone line (01525 631390) and the GP/Nurse will get back to you. They will always try and return your call the same day, but some non-urgent enquiries may be dealt with the next day.

## NHS HEALTH CHECKS

The NHS Health Check Programme is a national initiative which will systematically offer preventative checks to all those aged 40 -74 years to assess their risk of vascular disease.

**This is an ongoing initiative over 5 years.** In the coming months we will initially be inviting patients aged between 63 -74 to come in for an appointment. If you are not in this age range but really would like a check done this year, please telephone the surgery.



## MATERNITY LEAVE

Dr Hannah Hill will be starting maternity leave on 9<sup>th</sup> August for 9 months. Dr Richard Robinson, a locum GP, will be covering her surgery and paperwork while she is away. We all wish Hannah well.



## MOBILE TELEPHONE NUMBERS

If you are over 16 years old and have your own mobile we would like you to tell us. We are finding we have parent's mobile numbers on some teenage records and due to confidentiality we are unable to use these.



## WITHHELD CALLS

We are finding that a lot of patients do not accept withheld number calls and we are unable to contact patients. Can we ask all patients to contact us following any tests undertaken, either by phone or via our online services – [www.greensandsurgery.co.uk](http://www.greensandsurgery.co.uk)



Appointments 01525-631391

## AMPTHILL REPEAT PRESCRIPTIONS

Please allow **two full working** days for your prescription requests to be processed.

## PAYMENT FOR “TO WHOM IT MAY CONCERN LETTERS”

Payment of £22 will be asked for in advance for “To Whom It May Concern letters. The reason payment will now be asked for first is some letters are not being collected once they have been typed.



## PHLEBOTOMY SERVICE

We have two fully qualified members of staff to take blood: Michelle who also covers reception and Mira who is our Health Care Assistant.



## NURSE APPOINTMENTS

We would like to remind you that Nurse appointments (excluding Minor Illness) can be booked a month in advance, so please do not wait until the last minute to book your appointment. For those patients wishing to make an early morning appointment there is now a pre-bookable nurse clinic session starting at 8.40 am.

## CLINICAL RESEARCH

The practice has been accredited to take part in clinical research by the National Institute for Health Research. We will be carrying out two clinical research projects a year. Last year we took part in studies looking at Dementia and Coronary Artery Disease.



## SUGGESTION BOX

Please let us know of any comments or suggestions you wish to make and post them in the box provided; this is in the waiting room. We welcome any ideas on how we can improve our services to you. We will not necessarily get back to you, but we will consider any useful suggestions and update you via our practice Newsletter and Patient Participation Group.

## PATIENT PARTICIPATION GROUP INFORMATION

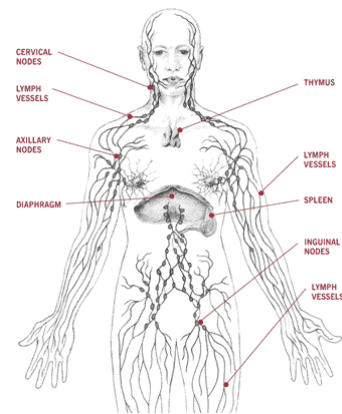
Emergencies/enquiries 01525-631390

In this issue of our Newsletter we are looking at what is Lymphoedema. Article written by Fran, PPG member.

## What is Lymphoedema?

Lymphoedema is an abnormal swelling in one part, of many parts, of your body. There are two different types: primary lymphoedema is the result of either a congenital disease or a hereditary condition; secondary lymphoedema occurs when a traumatic incident, like an accident, radiation therapy or surgery, damages the healthy lymphatic system.

## What is the Lymphatic System?



Basically it's your body's plumbing system and it removes waste material from your body. It's a network made up of various fine vessels and over 500 nodes. A node acts as a filter in the body. Clusters of nodes are found in

your abdominal area, your neck, your armpits and your groin area.

If the plumbing system in your house gets damaged you may get a back-up of waste in your pipes. This is what happens with lymphoedema. It is a back-up of waste products from cells, along with water and protein.

## Can it be cured?

No, not yet, but it can be managed with CDT or Complete Decongestive Therapy.

## What is CDT?

Imagine you're driving on a motorway and you see a major traffic accident. The accident will, if it's serious enough, not only jam up the motorway but all the slips roads too. If it isn't cleared quickly, it might back up into towns and minor roads. The jam needs clearing quickly. It's the same with lymphoedema.

Now imagine there is an un-jammed motorway a couple of miles away and the traffic jam can be diverted over there to clear it...this is what CDT aims to do: it aims to divert the jam in your lymphatic system into clearer routes through your body.

CDT has four basic components:-

- MLD: Manual Lymphatic Drainage: this is a very light massage technique. It moves fluid away from swollen areas towards the healthier regions of your body.
- Compression Bandaging: Once you've had the massage compression bandages or garments are applied. These exert pressure and help with the process of moving the waste fluid into its new route.
- Exercise: gentle active motion as advised by your lymphoedema nurse or therapist.
- Skin care: the lymphatic system is part of your immune system so there is a high risk of infection with lymphoedema. It's really important to moisturize your skin thoroughly to prevent cracking. The most common infection is called Cellulitis. You need antibiotics to treat this.



**RED FLAGS!** These are indicators that something is wrong.

Watch out for:-

- A blotchy, hot redness that might be painful
- Fever/Chills/ Sweats
- A new thickening on the limb

Lymphoedema won't go away but with care it can be managed. Be careful with any cuts, grazes or skin breaks. It's wise not have any injections in an affected limb. Airplane journeys can also have an impact on how our lymphatic system manages fluid: if you fly, and you have lymphoedema, wear a compression garment or bandage. It's also a good idea not to have your blood pressure taken on an affected arm.

## WANT A COPY TO TAKE AWAY?

If you would like a black & white copy of this Newsletter to take away, please ask at reception. If you have any suggestions for items to include in our next Newsletter, please let us know. A copy of the Newsletter can be downloaded from our website: [www.greensandsurgery.co.uk](http://www.greensandsurgery.co.uk)

