

# Castle Donington Surgery Newsletter

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

## **Staff Changes**

At the end of April we said a fond farewell to Sheila, senior receptionist, who had worked at the surgery for 18 years. We all wish her a very happy and long retirement. Joining the reception team we warmly welcome Bev and Louise. We also welcome 2 new members to our admin team: Sam and Emma who joined us at the beginning of May.

At the end of June we said goodbye to Dr Alex Hodson. Dr Hodson had been a GP partner at the surgery since 2013 and previous to that a GP Registrar with us. We would like to wish him well for the future. Dr Sanjiv Kudhail, who has been a salaried GP with us since February 2016, will join the partnership from September. Any patient who is registered with Dr Hodson will be transferred to Dr Kudhail's list, but patients are welcome to consult with any doctor in the surgery.

## **Flu Clinics**

Flu clinics will start from 18 September 2017.

You are eligible to receive a free flu jab if you:

- are aged 65 or over on 31/03/2018
- are pregnant
- have a long term health condition such as asthma, COPD, heart failure, diabetes, chronic kidney disease or a chronic liver disease such as hepatitis
- have a chronic neurological condition such as Parkinson's disease, Motor Neurone disease or Multiple Sclerosis
- have a weakened immune system as a result of HIV or Aids
- have no spleen
- are the main carer for someone elderly or disabled

If you have an appointment booked with the nurse or doctor and are eligible for a flu vaccine, there is no need to book a separate flu appointment, just mention you need one at the booked consultation.

## **Private Referral Policy**

Most private medical insurers require a referral from a GP to facilitate a private consultation, it is also good practice if you are self-funding to provide a referral to outline the problem and any tests performed.

Unfortunately the administration time of these referrals can sometimes be varied depending on workload commitments. This has led the practice to develop a policy of administering referrals according to clinical priority rather than the provider used. This means that if there is a large number of NHS referrals requiring processing for urgent need (such as cancer referrals) these must be processed before any routine private referrals.

We therefore ask you when you request a private referral not to book any appointments

for routine matters for less than a week from agreeing referral with the GP and preferably wait until you have the referral letter before booking the appointment. Your referral will be available to take to the appointment from reception.

## **Sound Doctor**

### What is Sound Doctor?

Sound Doctor consists of short, easy to understand, educational films about long-term conditions such as diabetes, dementia, back pain, heart failure and COPD. All the films are short and to the point. They range from three to five minutes and aim to help patients take control of their condition. It gives access to expert advice at home, in patients own time.

### Accessing the Sound Doctor

Email [info@thesounddoctor.org](mailto:info@thesounddoctor.org) stating name of GP and practice. You are then sent a link to click on and create a username and password of your choice.

## **Patient Participation Group (PPG)**

The PPG is inviting patients and all PPG members to attend its AGM, which is being held on Monday 18 September 2017 at 18:30 at the surgery.

## **Upcoming Closures**

Bank Holidays – closed all day

- 28 August 2017

Protected Learning Time – closed from 1pm

- 14 September 2017

## **Surgery Opening Times**

Monday - Friday: 8.15am - 6.30pm

Weekend: closed

Early morning surgery times run from 7.00am - 8.00am Monday to Friday and are pre-bookable only.

These appointments are intended for patients who find it difficult to attend during normal opening hours.

## **DNA's**

| <b>Type of appt</b> | <b>No. of appts</b> | <b>Time lost (mins)</b> |
|---------------------|---------------------|-------------------------|
| GP                  | 298                 | 2985                    |
| Nurse               | 336                 | 3360                    |
| Blood test          | 72                  | 360                     |
| HCA                 | 16                  | 205                     |
| Counsellor          | 4                   | 180                     |
| Midwife             | 16                  | 240                     |
| <b>Total</b>        | <b>742</b>          | <b>7330</b>             |

Over the last 4 months 742 appointments have been wasted totalling 122 hours of lost appointment time!

If you can't attend an appointment please telephone the surgery to let us know so that the appointment can be given to someone else. For those patients who do inform us if they can't attend an appointment, thank you!

## **Suggestions/Ideas**

- Advise patients if a delay to appointment is expected  
**A:** The self-check-in screen shows patients how many patients are waiting. Our receptionists do try to inform patients when clinics are delayed, but please ask at for an update at reception if you have been waiting for more than 20 minutes.
- Limit car parking to 1 hour  
**A:** The car park does not belong to the surgery but is a council run car park. We therefore have no control over parking times.
- Provide a water cooler in the waiting room  
**A:** Please ask reception if you require a glass of water.
- Purchase an ear cleaning machine as cleaner and more comfortable than syringing  
**A:** We will look into the cost and training involved.