



Castle Donington Surgery Newsletter

www.castledoningtonsurgery.co.uk



Staff Changes

Following Dr Taggar's departure in December 2018 we had the pleasure of welcoming Dr Aimee Palace in March 2019 who has joined the practice as a salaried GP.

Upcoming Closures

Bank holidays – **closed all day**

- 25 December 2019 – Christmas Day
- 26 December 2019 – Boxing Day
- 1 January 2020 – New Year's Day

Early closing – **closed from 4pm**

- 24 December 2019 – Christmas Eve
- 31 December 2019 – New Year's Eve

Practice Protected Learning Time – **closed between 2pm and 3pm**

- Every 2nd and 4th Thursday

Locality Protected Learning Time – **closed from 1pm**

- 12 February 2020

Out of Hours Care

Options when we are closed:-

- Telephone NHS 111 (24 hour)
- Attend a local urgent care centre:
Derby Urgent Care Centre
Entrance C, London Road Community Hospital DE1 2GD Tel: 01332 224700
Open 8am – 8pm
Loughborough Urgent Care Centre
Hospital Way, Off Epinal Way, LE11 5JY
Tel: 01509 568800
Open 24 hours

Surgery Opening Times

Monday - Friday: 8.00am - 6.30pm

Weekend: closed

Early morning surgery times run from 7.30-8.00am on Wednesdays and are pre-bookable only.

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

DNA's (did not attend)

Type of appt	No. of appts	Time lost
GP	235	39 hrs 10min
Nurse	218	36 hrs 20min
HCA	45	8 hrs
Blood test	100	8 hrs 20min
Midwife	3	45 mins
Pharmacist	134	22 hrs 20min
Total	735	114 hrs 55min

Between August and October 735 appointments have been wasted totalling almost 115 hours of lost appointment time!

If you cannot 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 cannot attend an appointment, thank you!

If we have your up-to-date mobile phone number and your consent we are able to send appointment reminders to you.

Macmillan Coffee Morning

On 27 September 2019 we held a coffee morning in aid of Macmillan Cancer Support and raised £680.13. We'd like to say a big thank you to everyone who attended or donated in any way.

The Good Health Guide

Winter has begun and this is the time when we see more common illnesses going around such as sore throats, colds, coughs and stomach bugs. If you're generally quite healthy, you can usually treat these illnesses at home.

Leicester, Leicestershire and Rutland Clinical Commissioning Groups have put together a campaign on self-care to try to build people's confidence in preventing and treating minor illnesses themselves.

A locally produced booklet, ***The Good Health Guide***, is available and offers comprehensive self-care advice plus information on the NHS services that help prevent ill health. The ***Good Health Guide*** can be downloaded from Leicester City CCG's website:

<https://www.leicestercityccg.nhs.uk/my-health/self-care/>

Antibiotic Awareness – Keep Your Antibiotics Working This Winter

It was World Antibiotics Awareness Week from 18-24 November 2019, so we're urging everyone to help us to make sure their prescribed antibiotics are working their best this winter.

Antibiotics only treat bacterial infections. Antibiotics do not work on viral infections such as colds and flu, most coughs, sore throats, earache and cases of sinusitis. Viral infections can be treated with a combination of self-care and over-the-counter medicines. Ask your community pharmacist for the best way to treat symptoms of a viral infection.

Taking antibiotics when you don't need them might make you feel worse as you may experience side effects such as an upset tummy. It also puts you and your family at risk, and encourages harmful bacteria that live inside you to become resistant. This means that antibiotics may not work when you need them next time. Always take the advice of your doctor, nurse or healthcare professional on antibiotics.

How you can help

- If you are prescribed antibiotics, it is very important to take them correctly, especially the right dose at the right time.

You should always complete the prescribed course.

- Antibiotics should never be saved for future use or for someone else to take.
- As you are more likely to get ill during winter months, it is essential that you make sure your medicine cabinet is stocked with your prescribed medications as well as all of the standard items needed for treating common winter ailments.
- If you have any questions about any of your antibiotic prescriptions, visit your local pharmacist. Pharmacists are highly trained healthcare professionals who can answer your questions and give you expert advice.

Further information:

- Find out more about antibiotics on the NHS website: <https://www.nhs.uk/conditions/antibiotics/>
- See the 'Help Us Help You' winter web pages for Leicester, Leicestershire and Rutland: <http://www.bettercareleicester.nhs.uk/help-us-help-you/>
- Sign up to become an antibiotic guardian: <https://antibioticguardian.com/>
- Find out what you should have in your home medicine box this winter: <http://www.bettercareleicester.nhs.uk/help-us-help-you/self-care/>

Dementia Friendly Leicester

The new edition of Dementia Friendly Leicester, Leicestershire & Rutland 2019/20 has now been published. This is a practical guide to living with dementia in Leicester, Leicestershire and Rutland.

The guide explores all aspects of living with dementia. It can help you find the support available to you locally, as well as help you better understand the condition and how best to support those affected. For more information visit: <https://www.carechoices.co.uk/publication/leicestershire-dementia-guide/>

Suggestions/Ideas

- Employ more doctors or open another surgery as waiting times are ridiculous
We are funded and staffed according to patient list size. Unfortunately the NHS has no money; therefore we have no money to employ any more staff and many other GP services nationally are facing the same pressure. We always have on the day availability and are always trying hard to improve the appointment system. Waiting times would be improved by fewer DNA's (did not attend).
- Provide more seating – empty space by reception desk
The reception area is left empty to provide a more private area at the reception desk and help with patient confidentiality.
- Reserve appointments first thing in the morning for working people
We do offer an extended hours service to attempt to accommodate those who cannot attend within normal hours. These appointments are limited and have to be pre-booked.
- Issue blood test paperwork at the time of the appointment
Doctors usually provide this at consultation. We are currently improving systems to get routine blood tests in advance of medication reviews.
- Don't cancel tests at London Road Community Hospital, ie ultrasound and X-ray appointments
Patients are responsible for managing their own test / hospital appointments. We do not cancel any hospital appointments unless asked to by a patient.
- Add DVDs to book sale
Good idea! We will pass this on to the Patient Participation Group, who set up the book sale, for their thoughts.
- Provide a box on reception for repeat prescriptions
This has been suggested before, however the reason it hasn't been implemented is because we have to check prescriptions are still in date and do not require a GP or pharmacist review before issue.
- Provide cushion pads on seats
Again, this has been requested before, but due to infection control we are not allowed to provide this.
- Service air conditioning system and clean vents
The units are under a maintenance and service contract and are due to be serviced again in February.
- Provide cycle racks in the car park or anywhere nearby
Another good suggestion. We have forwarded this request to the District Council for their consideration, as the car park is owned by them and not the surgery.