

Visit our website:
www.spamedical.co.uk

PRACTICE TELEPHONE
NUMBER:
01905 772389



Welcome to the Winter 2015/16 edition of The Spa Medical Practice Newsletter

**We would like to wish our patients a
Merry Christmas and a Healthy New Year**

The Practice and the patient group welcome your
feedback, please drop an email to the
Patient Participation Group at spappg@gmail.com

There are two other ways to give feedback:-

- 1) We welcome your comments and feedback using Friends and Family Test Feedback cards.
- 2) You are also invited to make suggestions by putting your comments on a form at reception and popping it in the prescription box.

When the Practice is Closed
In an emergency you can contact:
The Out of Hours Service on 111

PRACTICE NEWS AND STAFF CHANGES

GP Changes

The Surgery is still taking on new patients

It is easy to register with the practice, just bring along your Medical Card which has your NHS number on it, alternatively you can complete a form GMS1 at the Practice or print one from our Website. You will also be asked to complete a questionnaire to help us to follow up your care and prescriptions.

We are very pleased that Dr Joanna Fitton has become a Partner in the Practice, working alongside the existing Partners, Dr Kelly, Dr Kinsman, Dr Steven and Dr Panton.

Dr Alan Bardell has completed his GP training and we are thrilled that he will be staying with the Practice permanently as a GP associate.



Nursing changes

We have two new nurses
Susan Marsters
Maria Betts.

The Nurses deal with chronic disease for example diabetes, ear syringing, wound management and other Treatment room services

In addition we have recruited another Health Care Assistant (HCA)
Elizabeth Neal-Alcock

The HCA deals with pre-assessment prior to
The chronic disease clinics, phlebotomy, stop
Smoking clinic and NHS Health Checks



Flu vaccinations

There is still time to have your flu vaccination if your are over 65 years, suffer from a chronic illness, pregnant or are a carer. Book an appointment with the receptionist or you can book these appointment by using the telephone automated booking system.

We now have a text messaging service

To remind you of your appointment and from time to time request information about your health. Following your appointment you will be sent a text message asking you questions about your recent visit (Friends and Family Test Questionnaire). If you have several appointments in the month you will only be asked once for this information.

Please let us know your mobile number or when you change it to update your records

Chronic Disease Clinics

Please book an appointment for your Chronic Disease review in the month of your birth. We will send you a reminder if you forget to book your appointment.

PATIENT PARTICIPATION GROUP (PPG)

The Spa Medical Practice Patient Participation Group has been formed by patient volunteers in order to represent patients' interests. It aims to identify patients' needs and to allow them to have a say in the services that the Practice provides. The PPG also assists and supports the Practice in responding to the needs of the patient community.

Please check our notice board in reception for further information and events

If you would like to join the Patient Participation Group please complete a questionnaire available from Reception. You can also print this from our Website @

www.spamedical.co.uk.

if you require further information please email the PPG Secretary: ppgspa@gmail.com



A summary of the comments from the last Friend and Family Test Questionnaires

- * Same day emergency appointment, knowledgeable and attentive Dr and Nurse
- * Well organised
- * Excellent Practice, excellent doctor.
- * Fantastic care received
- * Always had good service and support when I need it
- * Always able to get an appointment in a reasonably quick time
- * All Drs we have seen have been able to cater well for our health problems
- * The GPs are very helpful and understanding. There to help you in anyway they can.
- * Appointments line needs to work better as too confusing. The Practice will address this.
- *



RESULTS FROM THE PATIENT SURVEY

The Patient Participation Group performed a survey and a quick resume of the results are as follows:-

- * 92% of patients were happy with our opening time, although it is evident from the survey that some patients are still not aware of our late opening time on Monday and Wednesday alternate weeks until 2000 and Saturday morning once a month for patients who work and are not able to get in during the week
- * 92% of patients are using the electronic system when checking in to see the doctor
- * Some patients have found it difficult with the new answer service. We will review the messaging service with a view to improvement.
- * 87% of patients find it easy to make an appointment

A full report will be published in January. 2016 on our website.

Useful information to help over the holiday period

CHRISTMAS OPENING HOURS

Christmas Eve

Thursday 24th December—Open 0800—1830

Christmas Day

Friday 25th December—Closed

Saturday 26th December—Closed

Sunday 27th December—Closed



Boxing Day

Monday 28th December, - Closed

Tuesday 29th December—Open 0800—1830

Wednesday 30th December—Open 0800—1830

Thursday 31st December—Open 0800—1830

Friday 1st January—Closed

Monday 4th January— Open 0800-1830



REMEMBER TO ORDER YOUR MEDICATION IN TIME FOR THE CHRISTMAS BREAK. PREFERRABLY PRIOR TO THE 18TH DECEMBER

THERE IS NO NEED TO DOUBLE UP ON YOUR MEDICATIONS AS WE ARE ONLY CLOSED 2 WORKING DAYS

YOU CAN ORDER YOUR MEDICATION ON LINE AND THIS WILL BE PROCESSED WHEN WE RE-OPEN

REMEMBER YOU CAN USE THE TELEPHONE AUTOMATED APPOINTMENT BOOKING SYSTEM

OR

OUR ON LINE BOOKING SERVICE TO MAKE AN APPOINTMENT WHEN THE SURGERY IS CLOSED

A REMINDER TO PATIENTS IF YOU HAVE A CHRONIC ILLNESS AND HAVE BIRTHDAYS IN JANUARY, FEBRUARY OR MARCH

MAKE AN APPOINTMENT FOR YOUR ANNUAL REVIEW

Smoking Cessation Advice

NEW YEAR, NEW START

If you would like help to Stop Smoking

Make an appointment to see The Health Care Assistant

You are 4 times more likely to give up smoking with the NHS

Book an appointment today

YOU CAN SPEAK TO YOUR PHARMACIST WHO IS A HIGHLY TRAINED HEALTHCARE PROFESSIONAL WHO CAN PROVIDE ADVICE ON COMMON HEALTH PROBLEMS AND PROVIDE YOU WITH THE BEST MEDICINES TO TREAT MINOR AILMENTS

They can help with ailments as below:-

- | | |
|-------------------------|---------------------|
| Coughs | Bites and stings |
| Colds | Conjunctivitis |
| Sore Throats | Haemorrhoids |
| Hay fever and allergies | Nappy rash |
| Rashes including Eczema | Teething and Oral |
| Athletes Foot | Thrush |
| Earache | Scabies |
| Headaches | Threadworms |
| Migraines | Sprains and strains |
| Aches and Pains | Cystitis |
| Constipation | Vaginal Thrush |
| Diarrhoea | Head lice |
| Indigestion | |
| Heartburn | |



Hereford and Worcester NHS Screening Programmes

PLEASE ENSURE YOUR GP HAS YOUR CORRECT NAME AND ADDRESS

The Hereford and Worcester Breast screening service will be calling in our patients for screening during January and February 2016. All eligible women born between the 01/01/1943 and the 31/12/1969 will be invited to attend for mammography under the National Health Service arrangement at the Princess of Wales Community Hospital, Stourbridge Road, Bromsgrove.

Hereford and Worcester Breast Screening - Telephone 01527 488055

What does Breast Screening involve?

Breast screening is a method of detecting breast cancer at a very early stage.

- The first step involves an X-Ray of each breast—a mammogram— which is taken while carefully compressing the breast, most women find this uncomfortable and a few find painful
- The mammogram can detect small changes in the breast tissue which may indicate cancers which are too small to be felt either by the woman herself or by a doctor
- The NHS Breast Screening Programme provides free breast screening every three years for all women aged 47 and over
- As the programme is a rolling one and invites women from GP practices in turn not every woman receives an invitation as soon as she is 47 but will receive an invitation before her 50th birthday
- Over the age of 70 you need to self refer , however the programme is now phasing an extension of the age range of women eligible to those aged 47 to 73, this started in 2010 and completed in 2016

AAA Screening Programme - Telephone 01905 733830

What is AAA and who should be screened ?

Abdominal Aortic Aneurysm is a weakening and expansion of the aorta the main blood vessel in the body

- Men aged 65 and over are eligible for AAA Screening, the NHS invite men for AAA Screening during the year they turn 65
- Men over 65 who have not been screened previously can arrange a screening appointment by contacting their local programme directly
- Screening involves an ultrasound scan that takes around 10 minutes
- The NHS AAA Screening Programme aims to reduce the deaths from ruptured AAA amongst men aged 65 and over by up to 50%

Cervical Cytology Screening - Telephone 02083351383

Who needs this and why ?

Cervical Screening is not a test for cancer but it is a method of preventing cancer by detecting and treating early abnormalities which if left untreated, could lead to cancer in a woman's cervix

- All women between the ages of 25 and 64 are eligible
- NHS Cervical Screening Programme offers screening at different intervals depending on age, ensuring women are provided with a more targeted and effective screening programme
- 25 years first invitation—25 to 49 every 3 years—50 to 64 every 5 years
- 65+ only screen those who have not been screened since 50 or have had recent abnormal tests
- The NHS call & recall system invites women who are registered with a GP and keeps track of any follow up investigation
- If you don't want to have a smear you will need to contact the screening team on the number above. The Practice cannot exclude you from this screening until authorised by the screening team.