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February Newsletter

Important Update

To ensure we can offer appointments to those who need them most, the practice have implemented a new did not attend (**DNA**) policy. This decision comes after careful analysis by our management team, who have observed an increase in missed appointments. Our goal is to manage the growing demand effectively and minimize wasted appointment slots.

- **1st DNA**– If you miss an appointment without notifying us, you will receive a notification via SMS. If we do not have a mobile for you, you will receive a letter
- **2nd DNA**– If you fail to attend for a second time in a 12 month period, you will receive a letter detailing ways you can reschedule appointments. This letter will also remind you of our policy and if you DNA a third time, this could result in you being deducted from our register
- **3rd DNA**– Unfortunately, if you DNA a third time within a 12 month period, the practice will have to remove you from our register.

We understand that life can be unpredictable, and sometimes appointments are missed unintentionally. Therefore, we urge you to cancel or reschedule appointments you cannot attend. You can do this by calling us, visiting the practice, using the NHS app, or following the link in your reminder texts. Please ensure we have your current mobile number for seamless communication.

Thank you for your cooperation and understanding. Together, we can ensure that our appointment system works efficiently for everyone

Meet the staff

We would like to welcome to the practice our three new GP Registrars:

Dr Abigail Douglas

Dr Thet Linn

Dr Tolulope Adesida– Ehebha

We would like to wish Dr Law our GP registrar the best of luck in his next training module and our member of admin team Niamh the best of luck as she leaves the practice to continue her studying in social work.

Antibiotics

Antibiotics are losing their effectiveness at an increasing rate. This is because bacteria can adapt and find ways to survive the effects of an antibiotic. This means that in future they may no longer work. The more you use an antibiotic, the greater the chance bacteria will become resistant to it.

There are very few new antibiotics being developed, which is why it is important we use our existing antibiotics wisely and make sure these lifesaving medicines continue to stay effective for us, our children and grandchildren.

This means that in the future chemotherapy might not work, operations would have to be stopped due to risk of infection and at risk patient may become extremely unwell or die due to not being able to treat common infections like UTI's.

Taking **antibiotics when you don't need them puts **you** and **your family** at **risk****



Self help for common illnesses

In order to preserve the effectiveness of current antibiotics, managing your symptoms at home for common illnesses can help.

3 How can I treat a common infection?



Get plenty of rest until you feel better.



Take pain relief if you need to



Drink enough fluid (6 to 8 cups or glasses) to avoid dehydration



For coughs, try honey and cough medicines.



Soothe eye infections by gently applying a clean cloth, soaked with boiled then cooled water.



For an outer-ear infection, consider over-the-counter ear drops.

4 How long could my infection last?

Cough	Sore throat or earache	Common cold	Norovirus (winter vomiting) infection	Sinus infection	Eye infection
3 to 4 weeks	7 to 8 days	14 days	2 to 3 days	3 to 4 weeks	7 to 14 days










Contact your GP if your symptoms are getting worse or if you are not better by the times above.

Appointments

We appreciate your patience and understanding as we navigate a busy month at our practice. Last month, we received a total of 7,394 telephone calls, with an average wait time of 4 minutes and 55 seconds. We managed to see 1,410 patients face to face and conducted 247 telephone appointments. Additionally, our team issued 229,853 prescriptions and completed 70 medication reviews. While we've been working hard to accommodate as many patients as possible, we acknowledge that there continues to be an increasing demand for GP appointments. We also noticed that 138 appointments had not been attended to last month. To help us serve you better, please remember you can cancel appointments by calling us, visiting the practice, using the NHS app, or following the link in your reminder texts.

To make this process even smoother, please ensure we have your up to date mobile number on your record. This allows us to send you timely reminders and provide more convenient options for managing your appointments.

We would like to thank you for your continued support and cooperation. We remain committed to providing the best care for all our patients.

 <p>Telephone calls received:</p> <p>7,394</p>	 <p>Average call wait time:</p> <p>4 minutes and 55 seconds</p>	 <p>Patients seen face to face in the surgery:</p> <p>1410</p>	 <p>Telephone appointments carried out by clinicians:</p> <p>247</p>	<p>GP appointment? Can't make it? Don't need it?</p> <p>CANCEL IT!</p> <p>Patients who did not attend appointments:</p> <p>138</p>
 <p>Patients who were visited at home:</p> <p>37</p>	 <p>Prescription items issued:</p> <p>229853</p>	 <p>Medication Reviews carried out:</p> <p>70</p>	 <p>Referrals made:</p> <p>316</p>	 <p>E-consults received:</p> <p>93</p>

Suggestion Box