



Cliff House Medical Practice



NEWSLETTER

Summer 2016

Welcome to our Summer Newsletter

The Cliff House Team:

Clinical Team

Dr Ansari – Lead GP

Dr Saha – Female GP

Dr Ngozi – Male GP

Eileen – Practice Nurse

Lynda – Practice Nurse

Tracey – Healthcare Assistant

Non Clinical staff

Errum – Business Partner

Mary – Practice Manager

Carolyn – Senior Receptionist

Sophie – Receptionist/Administrator

Ayisha – Receptionist

Melanie – Receptionist/Phlebotomist



Season for Hayfever and Sunburn

What is Hayfever?

Hayfever is an allergy to pollen which will affect up to 1 in 5 people in their lifetime. Common symptoms of Hayfever include runny nose, itchy eyes and sneezing.

How can Hayfever be managed?

Hayfever has no cure however can be managed by medicines locally available to you at your pharmacy in the form of tablets, eye drops and nasal sprays. You can also help yourself by wearing sunglasses when outside to prevent the pollen from entering your eyes and also showering and putting on new clothes when coming back inside to wash the pollen off your body.

<http://www.nhs.uk/Conditions/Hayfever/Pages/Introduction.aspx>

What is sunburn?

Sunburn is damage caused to the skin by ultraviolet rays. Usually the skin will become red, tender, warm to touch and itchy for approximately one week. After a few days of sunburn the skin will

begin to flake and peel and fully heals within 7 days.

How to treat sunburn

If children are appearing to be sunburnt they need to be taken out of the sun and into the shade as soon as possible. Children should be covering regularly in sun cream and encouraged to wear sunhats.

If the skin feels hot it can be cooled by sponging it down with cold water, taking a cold shower or bath or cold compressions with a cool flannel. You can also apply a water based emollient such as Vaseline to keep the skin cool and prevent it from drying out.

Sunburn can be painful, the pain can be managed through over the counter pain killers such as Paracetamol and Ibuprofen.

Remember to drink plenty of fluid in the sun to avoid dehydration.

<http://www.nhs.uk/Conditions/Sunburn/Pages/Introduction.aspx>

Flu Clinics and Macmillan Coffee Morning

Cliff House Medical Practice is happy to inform you that we will once again be hosting a Macmillan Coffee Morning to raise money for Macmillan Cancer Support on the 29th and 30th of September (Thursday and Friday) to tie in with our Annual Flu Clinics.

The Coffee Morning is open to all of our patients on this day and our patients that are eligible for the flu vaccination can be vaccinated on this day also. Everyone eligible for the flu vaccination will be contacted via one of the reception team to invite them to the clinic, this is your opportunity to accept or decline the offer for a vaccination and book your appointment.

Last year the surgery raised an amazing
£400 pounds for Macmillan Cancer
Support!

**WE ARE
MACMILLAN.
CANCER SUPPORT**



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Patient Participation Group

We have had a few volunteers join the newly reformed PPG, your input and your help is greatly received.

If you would like to join please contact the reception team to register your interest and you will be contacted with details of the day and time of our next meeting.

If you would like to provide a patients perspective and contribute your ideas we need you!

You can put your suggestions and ideas forward to the group where we hope to improve our services by engaging with patients.

Minutes of previous meetings can be found on our website.



New registrations

If you have recently moved into our area and would like to register at Cliff House we will gladly register you.

You can either ask at reception to complete the registration forms or visit: www.cliffhousemedicalpractice.co.uk where you can register online.

New patients have also asked how we obtain medical records when moving practices. And how do we know your current medical condition?

Well once you have filled out the forms and we have received these a request is made for your records. You will also be invited for new patient check.

It is very important that you attend your New Patient Health Check so we can provide you with our best care package.

Did you know?

Cliff House Medical Practice is a Teaching Practice for the University Of Nottingham.



We help teach medical students who are in their 5th Year at Medical School as well as Nursing Students who will be with us throughout the year and with your help and support the Students gain vital experience and are able to progress to become our GPs/Nurses of the future. A notice is always visibly displayed at the reception desk during these times so that you can request the student not be present in your appointment if you wish.



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Electronic Prescriptions Service

If you would like to save yourself a journey coming into the surgery to collect your prescriptions then sign up to our Electronic Prescription Service.

Once ordered, your prescription can be sent electronically to your nominated pharmacy and be collected from there.

To set this up all you need to do is bring in some Identification and inform us of the chosen pharmacy.

Prescriptions

Prescriptions can be ordered online on our website. To be able to access this you will need to pop in to the surgery with identification and our reception team will be able to issue you with your personal password.

Prescriptions can also be ordered by completing a prescription request form on reception.

Please allow 48 hours notice for your repeat prescriptions.

We are unable to take telephone requests due to issues of security and accuracy.



Named GPs

For those patients that require a greater level of care, they will be allocated a 'named doctor'.

This will not restrict who you can see but it will provide that extra bit of support and reassurance where needed.



Booking appointments

The Reception Team at Gresham Street are able to make appointments for both sites and deal with any queries you may have for both Burton Road and Gresham Street patients.

This service can be helpful during busy periods at Burton Road.

01522 872878 for Gresham Street

01522 872872 for Burton Road

An information leaflet can be found in both receptions at Burton Road and Gresham Street as well as on our website.

This outlines the appointment system and how you can use this to its maximum potential.



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Missed appointments for May 2016

Clinician	Appointments missed	Minutes wasted
Doctors	22	230
Nurses	25	365
Midwife	0	0
Health Care Assistant	12	130

SMS Messaging

If you would like to receive important messages from the Surgery along with confirmation of your appointments and reminders, please inform reception of your mobile number telephone number.



Missed appointments for June 2016

Clinician	Appointments missed	Minutes wasted
Doctors	39	400
Nurses	32	475
Midwife	1	35
Health Care Assistant	13	200

Missed appointments for July 2016

Clinician	Appointments missed	Minutes wasted
Doctors	31	320
Nurses	33	495
Midwife	1	20
Health Care Assistant	28	380

Missed Appointments

We are always continually reviewing and monitoring the appointment system and to maximise appointment availability please kindly inform reception if you are unable to keep your appointment.

The tables below show all missed appointments for May, June and July 2016.

These missed appointments have a great impact on the practice and patients. Please inform us if they are not required so we can offer these to other patients.



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C-Card Scheme

The Practice provides a confidential service for patients aged 13-24 for C Card scheme i.e. supply of free condoms, sexual health advice and chlamydia screening.

This is not only for our own patients but for any member of the public to attend the Practice for this free advice.



YMCA referral Scheme

The Practice has an Exercise Referral Scheme through local YMCA this allows a range of patients to be able to attend with the first 12 weeks free, it includes Mental Health patients, obese patients and those on disease registers for example Asthmatic, COPD, Diabetics. We have a local named co-ordinator for this service who we can approach at any time for advice.

Are you a Carer?

If you are a carer, the helpline advisors can give you information to help make decisions about your personal support needs and the needs of the person you're looking after.

This information includes assessments, benefits, direct payments, individual budgets, time off and maintaining, leaving or going back to work or education.

The Carers Direct helpline advisors can put you in touch with specialist national or local sources of help, including social care, healthcare and self-help networks and resources

The above information was taken from NHS Choices website where more information can be found or you can call Carers connect 01522 69600



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Patient Transport

If you are aged 65 or over and you would like support to and from your hospital appointments or even to your GP Surgery, The Royal Voluntary service can provide you with transport and support in your consultation if needed. All you need to do is call 01522 300506 and register with them and they will take care of the rest.



It's cheaper than taking a taxi and local volunteers often become friends. Volunteers use a combination of their own cars or adapted vehicles or mini-buses, depending on the local area.

Lincoln Park run - Weekly Free 5km Timed Run

Every Saturday morning at 9.00am Volunteers help organise a 5k park run through Boultham park.

This event is well organised and best of all FREE!

All you need to do is register on the website at www.parkrun.org.uk/lincoln and you will be asked to print off a barcode to take along with you to hand in after the run - where your times will be posted on the website.



This is for everyone - children, dogs babies in pushchairs and all ages are welcome.

Children are to be accompanied by an adult unless aged 11 or over- for full terms and conditions visit the above address.

The atmosphere is great and the volunteers are so supportive.

www.cliffhousemedicalpractice.co.uk